

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud Compute  
**Period:** 2016-07 / 2016-12  
**Date of report:** 9-1-2017  
**Date of next report:** 2017-07  
**Documentation:** [https://wiki.egi.eu/wiki/Service\\_Level\\_Target\\_-\\_Availability\\_Reliability](https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability)  
**Related agreements:** <https://documents.egi.eu/document/2763>

**Legend**  
Underperforming  
On Target

## 100%IT

|              | Service target | 2016-07 | 2016-08 | 2016-09 | 2016-10 | 2016-11 | 2016-12 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 99%            | 99,19%  | 99,29%  | 100,00% | 79,83%  | 95,35%  | 94,94%  |
| Reliability  | 99%            | 99,19%  | 99,29%  | 100,00% | 79,83%  | 96,24%  | 99,95%  |

**Description:** October: CAs not updated in time. Nov/Dec: server not responding

## CESGA

|              | Service target | 2016-07 | 2016-08 | 2016-09 | 2016-10 | 2016-11 | 2016-12 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 90%            | 44,87%  | 100,00% | 99,89%  | 97,05%  | 93,74%  | 99,74%  |
| Reliability  | 95%            | 44,87%  | 100,00% | 99,89%  | 97,05%  | 93,74%  | 99,74%  |

**Description:** Jul/Nov: miscellaneous issues

## CYFRONET-CLOUD

|              | Service target | 2016-07 | 2016-08 | 2016-09 | 2016-10 | 2016-11 | 2016-12 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85%            | 99,05%  | 90,66%  | 100,00% | 99,91%  | 98,31%  | 88,88%  |
| Reliability  | 90%            | 99,05%  | 90,66%  | 100,00% | 99,91%  | 98,31%  | 88,88%  |

**Description:** December: service not responding

## GoeGrid

|              | Service target | 2016-07 | 2016-08 | 2016-09 | 2016-10 | 2016-11 | 2016-12 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85%            | 96,62%  | 86,71%  | 100,00% | 60,75%  | 99,75%  | 100,00% |
| Reliability  | 95%            | 96,62%  | 86,71%  | 100,00% | 60,75%  | 99,75%  | 100,00% |

Description: Aug/Oct: Failures occurred on the HTC services

## HG-09-Okeanos-Cloud

|              | Service target | 2016-07 | 2016-08 | 2016-09 | 2016-10 | 2016-11 | 2016-12 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 95%            | 0,00%   | 0,00%   | 16,05%  | 98,92%  | 93,07%  | 40,34%  |
| Reliability  | 90%            | 0,00%   | 0,00%   | 17,17%  | 98,92%  | 93,07%  | 40,34%  |

Description: Jul/Aug/Sep: a probe returned segmentation failure, it was properly modified:  
[https://ggus.eu/?mode=ticket\\_info&ticket\\_id=123562](https://ggus.eu/?mode=ticket_info&ticket_id=123562) . Nov/Dec: authentication issues.

## RECAS-BARI

|              | Service target | 2016-07 | 2016-08 | 2016-09 | 2016-10 | 2016-11 | 2016-12 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85%            | 91,97%  | 96,66%  | 96,41%  | 99,54%  | 99,84%  | 99,30%  |
| Reliability  | 90%            | 91,97%  | 96,66%  | 96,41%  | 99,54%  | 99,84%  | 99,30%  |

Description: