

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2017-07 / 2017-12

**Date of report:** 12-1-2018

**Date of next** n.a.

**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       |                | Previous period             |         |         | Reporting period |         |         |         |         |         |
|--------------|----------------|-----------------------------|---------|---------|------------------|---------|---------|---------|---------|---------|
|              | Service target | 2017-04                     | 2017-05 | 2017-06 | 2017-07          | 2017-08 | 2017-09 | 2017-10 | 2017-11 | 2017-12 |
| Availability | 99%            | 99,09%                      | 99,99%  | 72,22%  | 98,72%           | 100,00% | 99,95%  | 99,97%  | 99,87%  | 99,04%  |
| Reliability  | 99%            | 99,09%                      | 99,99%  | 85,95%  | 98,72%           | 100,00% | 99,95%  | 99,97%  | 99,87%  | 99,04%  |
| Explanation  | 2017-07        | Site-BDII misconfiguration. |         |         |                  |         |         |         |         |         |

| BEgrid-BELNET |                | Previous period                   |         |         | Reporting period |         |         |         |         |         |
|---------------|----------------|-----------------------------------|---------|---------|------------------|---------|---------|---------|---------|---------|
|               | Service target | 2017-04                           | 2017-05 | 2017-06 | 2017-07          | 2017-08 | 2017-09 | 2017-10 | 2017-11 | 2017-12 |
| Availability  | 90%            | 99,19%                            | 99,99%  | 91,01%  | 100,00%          | 83,66%  | 100,00% | 95,96%  | 98,29%  | 90,89%  |
| Reliability   | 95%            | 99,19%                            | 99,99%  | 91,01%  | 100,00%          | 98,03%  | 100,00% | 100,00% | 98,29%  | 90,89%  |
| Explanation   | 2017-08        | Network issues                    |         |         |                  |         |         |         |         |         |
|               | 2017-12        | Delay in updating the CAs package |         |         |                  |         |         |         |         |         |

| GoeGRID  |                | Previous period                |         |         | Reporting period |         |         |         |         |         |
|--|----------------|--------------------------------|---------|---------|------------------|---------|---------|---------|---------|---------|
|  | Service target | 2017-04                        | 2017-05 | 2017-06 | 2017-07          | 2017-08 | 2017-09 | 2017-10 | 2017-11 | 2017-12 |
| Availability   | 90%            | 96,05%                         | 80,64%  | 85,08%  | 93,07%           | 100,00% | 99,41%  | 100,00% | 100,00% | 81,52%  |
| Reliability  | 95%            | 96,05%                         | 80,64%  | 85,08%  | 93,07%           | 100,00% | 99,41%  | 100,00% | 100,00% | 81,52%  |
| Explanation  | 2017-07        | Cloud framework not responding |         |         |                  |         |         |         |         |         |
|  | 2017-12        | Cloud framework not responding |         |         |                  |         |         |         |         |         |
| SLA Violation: A/R under the targets for 3 consecutive months, from 2017-05 to 2017-07   |                |                                |         |         |                  |         |         |         |         |         |
| GGUS ticket: <a href="https://ggus.eu/index.php?mode=ticket_info&amp;ticket_id=132862">https://ggus.eu/index.php?mode=ticket_info&amp;ticket_id=132862</a> |                |                                |         |         |                  |         |         |         |         |         |

| CESGA  |                |  |         |         |                  |         |         |         |         |         |
|--|----------------|--|---------|---------|------------------|---------|---------|---------|---------|---------|
|  | Service target | Previous period  |         |         | Reporting period |         |         |         |         |         |
|  |                | 2017-04  | 2017-05 | 2017-06 | 2017-07          | 2017-08 | 2017-09 | 2017-10 | 2017-11 | 2017-12 |
| Availability   | 90%            | 100,00%  | 97,36%  | 94,05%  | 99,65%           | 36,38%  | 93,54%  | 76,51%  | 81,35%  | 89,86%  |
| Reliability  | 95%            | 100,00%  | 97,36%  | 94,05%  | 99,65%           | 36,38%  | 93,54%  | 76,51%  | 81,35%  | 89,86%  |
| Explanation  | 2017-08        | an update misconfigured the OS_TPL used by the motorization system (all other OS_TPL were working good). |         |         |                  |         |         |         |         |         |
|  | 2017-09        | issues with the virtual network of the VMs   |         |         |                  |         |         |         |         |         |
|  | 2017-10        | issues with the virtual network of the VMs   |         |         |                  |         |         |         |         |         |
|  | 2017-11        | issues with the virtual network of the VMs   |         |         |                  |         |         |         |         |         |
|  | 2017-12        | authentication failures  |         |         |                  |         |         |         |         |         |
| SLA Violation: A/R under the targets for 5 consecutive months, from 2017-08 to 2017-12   |                |  |         |         |                  |         |         |         |         |         |
| GGUS ticket: <a href="https://ggus.eu/index.php?mode=ticket_info&amp;ticket_id=132859">https://ggus.eu/index.php?mode=ticket_info&amp;ticket_id=132859</a> |                |  |         |         |                  |         |         |         |         |         |

| CYFRONET-CLOUD |                |                                |         |         |                  |         |         |         |         |         |
|----------------|----------------|--------------------------------|---------|---------|------------------|---------|---------|---------|---------|---------|
|                | Service target | Previous period                |         |         | Reporting period |         |         |         |         |         |
|                |                | 2017-04                        | 2017-05 | 2017-06 | 2017-07          | 2017-08 | 2017-09 | 2017-10 | 2017-11 | 2017-12 |
| Availability   | 85%            | 100,00%                        | 99,99%  | 100,00% | 96,17%           | 94,48%  | 98,24%  | 90,61%  | 70,37%  | 99,61%  |
| Reliability    | 90%            | 100,00%                        | 99,99%  | 100,00% | 96,17%           | 94,48%  | 98,24%  | 90,61%  | 70,37%  | 99,61%  |
| Explanation    | 2017-11        | Cloud framework not responding |         |         |                  |         |         |         |         |         |

| HG-09-Okeanos-Cloud |                |                                  |         |         |                  |         |         |         |         |         |
|---------------------|----------------|----------------------------------|---------|---------|------------------|---------|---------|---------|---------|---------|
|                     | Service target | Previous period                  |         |         | Reporting period |         |         |         |         |         |
|                     |                | 2017-04                          | 2017-05 | 2017-06 | 2017-07          | 2017-08 | 2017-09 | 2017-10 | 2017-11 | 2017-12 |
| Availability        | 85%            | 83,01%                           | 59,44%  | 98,56%  | 90,52%           | 85,16%  | 98,89%  | 98,95%  | 99,50%  | 95,81%  |
| Reliability         | 95%            | 83,01%                           | 78,19%  | 98,56%  | 90,78%           | 85,16%  | 98,89%  | 98,95%  | 99,50%  | 95,81%  |
| Explanation         | 2017-07        | generic authentication failures. |         |         |                  |         |         |         |         |         |
|                     | 2017-08        | generic authentication failures. |         |         |                  |         |         |         |         |         |

| RECAS-BARI   |                |                 |         |         |                  |         |         |         |         |         |
|--------------|----------------|-----------------|---------|---------|------------------|---------|---------|---------|---------|---------|
|              | Service target | Previous period |         |         | Reporting period |         |         |         |         |         |
|              |                | 2017-04         | 2017-05 | 2017-06 | 2017-07          | 2017-08 | 2017-09 | 2017-10 | 2017-11 | 2017-12 |
| Availability | 85%            | 69,53%          | 97,21%  | 99,76%  | 93,72%           | 99,76%  | 90,73%  | 100,00% | 99,57%  | 90,51%  |
| Reliability  | 90%            | 80,23%          | 97,21%  | 99,76%  | 93,72%           | 99,76%  | 90,73%  | 100,00% | 100,00% | 92,14%  |
| Explanation  |                |                 |         |         |                  |         |         |         |         |         |