

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2018-01 / 2018-06

**Date of report:** 9-7-2018

**Date of next:** 2018-01

**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	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Availability	99%	99,97%	99,87%	99,04%	99,99%	100,00%	98,66%	100,00%	99,25%	81,23%
Reliability	99%	99,97%	99,87%	99,04%	99,99%	100,00%	98,66%	100,00%	99,25%	81,23%
Explanation	2018-03	Authentication failure in OCCI								
	2018-06	Authentication failure in OCCI								

BEgrid-BELNET		Previous period			Reporting period					
	Service target	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Availability	90%	95,96%	98,29%	90,89%	89,75%	99,89%	69,34%	100,00%	99,50%	100,00%
Reliability	95%	100,00%	98,29%	90,89%	89,88%	99,89%	69,34%	100,00%	99,50%	100,00%
Explanation	2018-01	Delay in updating the CAs package								
	2018-03	OCCI authentication failures								

GoeGRID		Previous period			Reporting period					
	Service target	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Availability	90%	100,00%	100,00%	81,52%	59,26%	58,58%	53,46%	66,37%	98,25%	95,21%
Reliability	95%	100,00%	100,00%	81,52%	59,26%	58,58%	53,46%	66,37%	98,25%	95,21%
Explanation	2017-12 / 2018-04	Cloud framework not responding								
		<b>SLA Violation: A/R under the targets for 5 consecutive months, from 2017-12 to 2018-04</b> <b>GGUS ticket:</b> <a href="https://ggus.eu/index.php?mode=ticket_info&amp;ticket_id=136010">https://ggus.eu/index.php?mode=ticket_info&amp;ticket_id=136010</a>								

CESGA		Previous period			Reporting period					
	Service target	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Availability	90%	76,51%	81,35%	89,86%	92,93%	92,67%	92,93%	89,62%	94,13%	86,87%
Reliability	95%	76,51%	81,35%	89,86%	92,93%	92,67%	92,93%	89,62%	94,13%	86,87%

SLA Violation: A/R under the targets for more than 3 consecutive months

Explanation: The site is suffering of some intermittent failures apparently affecting only the monitoring VO. Investigations are ongoing to understand the nature of the problem and to find a solution. The problem is followed-up in the GGUS ticket: [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=134758](https://ggus.eu/index.php?mode=ticket_info&ticket_id=134758)

CYFRONET-CLOUD		Previous period			Reporting period					
	Service target	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Availability	85%	90,61%	70,37%	99,61%	100,00%	97,92%	92,62%	100,00%	99,46%	100,00%
Reliability	90%	90,61%	70,37%	99,61%	100,00%	97,92%	92,62%	100,00%	99,46%	100,00%

Explanation

RECAS-BARI		Previous period			Reporting period					
	Service target	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Availability	85%	100,00%	99,57%	90,51%	98,40%	99,84%	98,06%	99,77%	98,85%	99,83%
Reliability	90%	100,00%	100,00%	92,14%	98,40%	99,84%	98,06%	99,77%	98,85%	99,83%

Explanation