

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2018-07 / 2018-12

Date of report: 14-1-2019

Date of next: 2019-07

Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability

Related agreements: <https://documents.egi.eu/document/2763>

Legend
Underperforming
On Target

100IT		Previous period				Reporting period				
	Service target	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Availability	99%	100,00%	99,25%	81,23%	100,00%	100,00%	98,75%	94,53%	90,72%	100,00%
Reliability	99%	100,00%	99,25%	81,23%	100,00%	100,00%	98,75%	94,53%	90,72%	100,00%

Explanation
SLA Violation: A/R under the targets for 3 consecutive months, from 2018-09 to 2018-11
 GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=139164

BEgrid-BELNET		Previous period				Reporting period				
	Service target	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Availability	90%	100,00%	99,50%	100,00%	100,00%	85,47%	100,00%	58,87%	0,00%	0,00%
Reliability	95%	100,00%	99,50%	100,00%	100,00%	100,00%	100,00%	59,68%	0,00%	0,00%

SLA Violation: A/R under the targets for 3 consecutive months, from 2018-10 to 2018-12

Explanation
after the upgrade to occi-server version 2 in order to support OIDC, the site has being run into a bug at the level of token management affecting OpenNebula 5.4.13. Details in https://ggus.eu/?mode=ticket_info&ticket_id=138504

2018-08 downtime for infrastructure maintenance

GoeGRID		Previous period				Reporting period				
	Service target	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Availability	90%	66,37%	98,25%	95,21%	98,38%	100,00%	100,00%	100,00%	99,97%	100,00%
Reliability	95%	66,37%	98,25%	95,21%	98,38%	100,00%	100,00%	100,00%	99,97%	100,00%

Explanation

CESGA		Previous period			Reporting period					
	Service target	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Availability	90%	89,62%	94,13%	86,87%	73,62%	58,79%	55,50%	82,37%	98,85%	86,77%
Reliability	95%	89,62%	94,13%	86,87%	73,62%	58,79%	55,74%	82,37%	98,85%	86,77%

SLA Violation: A/R under the targets for more than 3 consecutive months until 2018-10

Explanation: The site was suffering of some intermittent failures affecting only the monitoring VO. The problem was investigated and understood; it was followed-up in the GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=134758; no other actions are required regarding this SLA violation.

2018-12 OCCI service not responding

CYFRONET-CLOUD		Previous period			Reporting period					
	Service target	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Availability	85%	100,00%	99,46%	100,00%	37,37%	26,00%	5,29%	4,57%	97,34%	99,71%
Reliability	90%	100,00%	99,46%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	99,71%

SLA Violation: A/R under the targets for more than 3 consecutive months, from 2018-07 to 2018-10

Explanation downtime for upgrading the cloud infrastructure https://goc.egi.eu/portal/index.php?Page_Type=Site_Downtimes&id=966
https://ggus.eu/index.php?mode=ticket_info&ticket_id=137744

RECAS-BARI		Previous period			Reporting period					
	Service target	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Availability	85%	99,77%	98,85%	99,83%	97,55%	96,83%	98,38%	100,00%	96,75%	99,69%
Reliability	90%	99,77%	98,85%	99,83%	97,55%	96,83%	98,38%	100,00%	96,75%	99,69%

Explanation