

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2019-07 / 2019-12

Date of report: 14-7-2019

Date of next: 2020-07

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	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Availability	99%	99,93%	0,00%	0,00%	0,00%	0,00%	73,55%	100,00%	100,00%	100,00%
Reliability	99%	99,93%	0,00%	0,00%	0,00%	0,00%	73,55%	100,00%	100,00%	100,00%

SLA Violation: A/R under the targets for 5 consecutive months, from 2019-05 to 2019-09
 There was a migration to OpenID Connect as authentication system. The failures affected only the monitoring system. Violation already investigated in the ticket https://ggus.eu/index.php?mode=ticket_info&ticket_id=142163

BEgrid-BELNET		Previous period				Reporting period				
	Service target	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Availability	90%	69,97%	84,04%	91,05%	41,24%	72,72%	95,30%	90,32%	100,00%	100,00%
Reliability	95%	69,97%	84,04%	91,05%	41,24%	85,34%	95,30%	90,32%	100,00%	100,00%

SLA Violation: A/R under the targets for 5 consecutive months, from 2019-04 to 2019-08
 Several failures with the OCCI service. Explanation provided in the GGUS ticket opened after circulating the previous report: https://ggus.eu/index.php?mode=ticket_info&ticket_id=142438

Explanation 2019-10 CAs package not updated in time

GoeGRID		Previous period				Reporting period
	Service target	2019-04	2019-05	2019-06	2019-07	

Availability	90%	100,00%	100,00%	96,61%	100,00%
Reliability	95%	100,00%	100,00%	96,61%	100,00%

Explanation

CESGA		Previous period			Reporting period					
	Service target	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Availability	90%	77,42%	97,72%	98,88%	99,68%	100,00%	97,38%	99,63%	96,96%	100,00%
Reliability	95%	77,42%	97,72%	99,72%	99,68%	100,00%	97,38%	99,63%	96,96%	100,00%

Explanation:

CYFRONET-CLOUD		Previous period			Reporting period					
	Service target	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Availability	85%	25,02%	10,03%	11,20%	67,38%	89,66%	98,29%	92,99%	99,61%	99,82%
Reliability	90%	25,02%	10,03%	11,20%	67,38%	89,66%	98,29%	92,99%	99,61%	99,82%

SLA Violation: A/R under the targets for more than 3 consecutive months, from 2019-02 to 2019-08

Explanation

As explained in the ticket opened after the previous report, https://ggus.eu/index.php?mode=ticket_info&ticket_id=142440, the resource centre experienced some problems with the HA cluster, and there was a few transient failures in August.

RECAS-BARI		Previous period			Reporting period					
	Service target	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Availability	85%	72,13%	100,00%	100,00%	100,00%	97,76%	98,02%	100,00%	100,00%	96,87%
Reliability	90%	72,13%	100,00%	100,00%	100,00%	97,76%	98,02%	100,00%	100,00%	96,87%

Explanation