Services Performance Report

shows compliance with established OLA service targets



Legend

Audience: EGI Training infrastructure service owner

Report author: EGI SLM team

Service: EGI Training infrastructure

Period: 07-2019 - 12.2019

Date of report: 06/01/2020
Date of next 01/06/2020

Documentation: https://wiki.egi.eu/wiki/Service Level Target - Availability Reliability

Related agreements: https://documents.egi.eu/document/2768

Underperforming
On Target

CESNET-MCC	Previous period						Reporting period					
former CESNET-MetaCloud	Service target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19		
Availability	90%	NA	NA	NA	NA	99%	95%	97%	95%	98%		
Reliability	85%	NA	NA	NA	NA	100%	96%	97%	95%	98%		

Site CESNET-MetaCloud was decimissioned and customers moved to new site CESNET-MCC.

explanation Unfortunately data has been lost.

INFN-CATANIA-STACK		Pr	evious perio	od	Reporting period						
	Service target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	
Availability	90%	100%	99%	78%	70%	98%	91%	59%	68%	35%	
Reliability	85%	100%	99%	78%	70%	98%	91%	59%	68%	35%	

explanation https://jira.egi.eu/browse/IMSOLA-1

IISAS-FedCloud		Reporting period								
	Service target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Availability	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reliability	85%	100%	100%	100%	100%	100%	100%	100%	100%	100%

IISAS-GPUCloud	Previous period						Reporting period					
	Service target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19		
Availability	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

Reliability	85%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
IFCA-LCG2		P	revious per	iod		Reporting period						
	Service target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19		
Availability	90%	NA	NA	NA	NA	NA	NA	92%	79%	79%		
Reliability	85%	NA	NA	NA	NA	NA	NA	94%	79%	86%		

explanation

Site joined OLA since October 2019