Services Performance Report

shows compliance with established SLA service targets

Audience: AoD and Training Infrastructure service owner
Report author: EGI SLA sla@mailman.egi.eu
Service: Cloud compute
Period: 2020-07 / 2020-12
Date of report: 16/08/2021
Date of next report
Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability
Related agreements: AoD   https://documents.egi.eu/document/2773
Training Infrast https://documents.egi.eu/document/2768

Legend

Underperforming	
On Target	

		100IT		CESGA		CESNET-MCC		CLOUDIFIN		CYFRONET-CLOUD	
		Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%	85%	90%
preious reporting period	2020-04	98.81%	98.81%	99.54%	99.54%	99.84%	99.84%				
	2020-05	98.44%	98.44%	97.09%	97.09%	97.00%	97.00%	98.30%	98.30%		
	2020-06	99.57%	99.57%	90.15%	90.15%	100.00%	100.00%	85.85%	85.85%		
current reporting period	2020-07	99.33%	99.33%	93.64%	93.64%	98.69%	99.23%	87.54%	87.54%		
	2020-08	91.94%	91.94%	97.31%	97.31%	100.00%	100.00%	100.00%	100.00%	96.56%	96.56%
	2020-09	100.00%	100.00%	95.29%	95.29%	99.77%	99.77%	99.81%	99.81%	99.90%	99.90%
	2020-10	99.97%	99.97%	99.36%	99.36%	99.19%	99.19%	99.89%	99.89%	91.90%	91.90%
	2020-11	99.26%	99.26%	98.46%	98.46%	98.72%	98.72%	100.00%	100.00%	42.43%	42.43%
	2020-12	100.00%	100.00%	98.52%	98.52%	89.77%	89.77%	100.00%	100.00%	100.00%	100.00%

Explanation	
CESNET-MCC	
2020-12	issues with Nova when creating the testing VMs
CLOUDIFIN	**SLA violation: under-performing for 2 consecutive months**
2020-06	failures with creation of the testing VMs

2020-07	authentication failures
CYFRONET-CLOUD	
2020-11	RAM quota exceeded

		IFCA-LCG2		IISAS-FedCloud		IISAS-GPUCloud		IN2P3-IRES		INFN-CATANIA-STACK	
		Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%	85%	90%
preious reporting period	2020-04	97.21%	97.21%	99.87%	99.87%	100.00%	100.00%	100.00%	100.00%	67.35%	100.00%
	2020-05	78.35%	78.35%	100.00%	100.00%	100.00%	100.00%	97.49%	97.49%	99.09%	99.09%
	2020-06	93.70%	93.70%	100.00%	100.00%	100.00%	100.00%	99.66%	99.66%	92.05%	92.05%
current reporting period	2020-07	93.06%	93.06%	100.00%	100.00%	100.00%	100.00%	99.05%	99.05%	43.60%	43.60%
	2020-08	99.10%	99.10%	100.00%	100.00%	100.00%	100.00%	99.93%	99.93%	47.30%	47.30%
	2020-09	100.00%	100.00%	99.84%	99.84%	100.00%	100.00%	100.00%	100.00%	74.95%	74.95%
	2020-10	97.86%	97.86%	100.00%	100.00%	100.00%	100.00%	98.75%	98.75%	100.00%	100.00%
	2020-11	96.96%	96.96%	100.00%	100.00%	100.00%	100.00%	99.83%	99.83%	100.00%	100.00%
	2020-12	91.26%	91.26%	100.00%	100.00%	100.00%	100.00%	99.62%	99.62%	86.45%	86.45%

Explanation	
IFCA-LCG2	
2020-05	Authentication failures
INFN-CATANIA-STACK	SLA violation: under-performing for 4 months in the reporting period: from 2020-07 to 2020-09, and 2020-12

As already reported in a previously opened ticket (https://ggus.eu/index.php?mode=ticket_info&ticket_id=148571), the scheduler selected some compute nodes that are not configured in order to provide the requested network. The failure should have affected only the monitoring VO. |

		INFN-PADOVA-STACK		SCAI		UA-BITP		UNIV-LILLE	
		Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%
	2020-04	33.14%	33.14%	99.97%	99.97%	99.36%	99.36%	59.88%	59.88%

preious reporting period	**2020-05**	36.16%	36.16%	97.69%	97.69%	98.43%	98.43%	97.97%	97.97%
	2020-06	99.90%	99.90%	100.00%	100.00%	100.00%	100.00%	90.51%	100.00%
current reporting period	**2020-07**	50.25%	50.25%	99.72%	99.72%	94.39%	94.39%	99.24%	99.24%
	2020-08	56.35%	56.35%	99.63%	99.63%	94.31%	94.31%	100.00%	100.00%
	2020-09	99.65%	99.65%	100.00%	100.00%	87.23%	87.23%	100.00%	100.00%
	2020-10	93.55%	93.55%	100.00%	100.00%	99.99%	99.99%	99.81%	99.81%
	2020-11	82.78%	92.02%	18.75%	18.75%	99.59%	99.59%	99.76%	99.76%
	2020-12	76.94%	76.94%	0.00%	0.00%	99.73%	99.73%	98.43%	98.43%

Explanation

INFN-PADOVA-STACK

SLA violation: under-performing for 4 months during the reporting period

As discussed in the ticket https://ggus.eu/index.php?mode=ticket_info&ticket_id=148237 , the failures were related to the new EGI AAI certificate which wasn't compatible with some settings on the provider side: these failures should not have affected the usual access to the service. Other failures occurred in Nov and Dec related to the network allocation to the test VMs

SCAI

SLA violation: under-performing for 2 consecutive months during the reporting period

2020-11, 2020-12 Unexpected downtime because of hardware defect

UA-BITP

2020-09 Problems with creation of test VMs