

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** AoD and Training Infrastructure service owner

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**Service:** Cloud compute

**Period:** 2021-07 / 2021-12

**Date of report:** 26/01/2022

**Date of next report:** 2022-07

**Documentation:** [https://wiki.egi.eu/wiki/Service\\_Level\\_Target\\_-\\_Availability\\_Reliability](https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability)

**Related agreements:** AoD <https://documents.egi.eu/document/2773>

Training Infracst <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	2021-04	99.99%	99.99%	86.98%	86.98%	98.02%	98.44%	66.97%	66.97%	100.00%	100.00%
	2021-05	99.66%	99.66%	94.18%	94.18%	99.87%	99.87%	58.71%	58.71%	94.51%	94.51%
	2021-06	100.00%	100.00%	100.00%	100.00%	89.27%	89.27%	57.92%	57.92%	99.86%	99.86%
current reporting period	2021-07	99.88%	99.88%	100.00%	100.00%	99.83%	99.83%	93.07%	93.07%	100.00%	100.00%
	2021-08	100.00%	100.00%	99.90%	99.90%	100.00%	100.00%	74.70%	74.70%	100.00%	100.00%
	2021-09	98.92%	98.92%	99.70%	99.70%	100.00%	100.00%	97.40%	97.40%	99.90%	99.90%
	2021-10	99.89%	99.89%	97.40%	97.40%	98.97%	99.99%	99.99%	99.99%	99.59%	99.59%
	2021-11	99.50%	99.50%	95.07%	95.07%	100.00%	100.00%	95.39%	95.39%	83.68%	83.68%
	2021-12	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	95.42%	95.42%	100.00%	100.00%
Explanation											
CLOUDIFIN											
2021-08		Network failures with the creation of test VMs									
CYFRONET-CLOUD											
2021-11		Failures with deeltng the test VMs.									

		GSI-LCG2		IFCA-LCG2		IISAS-FedCloud		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	2021-04			98.88%	99.30%	98.99%	98.99%	96.48%	96.93%	60.00%	60.00%
	2021-05			99.42%	99.42%	100.00%	100.00%	95.12%	95.12%	33.96%	33.96%
	2021-06	99.99%	99.99%	100.00%	100.00%	98.37%	98.37%	97.78%	97.78%	99.69%	99.69%
current reporting period	2021-07	100.00%	100.00%	100.00%	100.00%	93.60%	93.60%	91.93%	99.70%	69.22%	69.22%
	2021-08	99.61%	99.61%	99.69%	99.84%	98.73%	99.64%	99.94%	99.94%	98.06%	98.06%
	2021-09	99.06%	99.06%	100.00%	100.00%	100.00%	100.00%	99.63%	99.63%	99.87%	99.87%
	2021-10	97.00%	97.00%	99.81%	99.81%	96.01%	96.01%	96.16%	96.16%	25.94%	48.08%
	2021-11	100.00%	100.00%	88.46%	99.38%	99.83%	99.83%	99.19%	99.19%	4.50%	4.50%
	2021-12	100.00%	100.00%	99.82%	99.97%	99.83%	99.83%	98.77%	99.45%	25.11%	25.11%

**Explanation**

**INFN-CATANIA-STACK**

**SLA violation: under-performing for 3 consecutive months. As already reported in a previously ticket ([https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=151043](https://ggus.eu/index.php?mode=ticket_info&ticket_id=151043)), there was a problem with the uid of the testing VMs affecting only the VO used to monitor the service. In July there were authentication problems with accessing the testing VM, and in October there was a scheduled downtime in addition to some problem with the creation of the testing VM.**

**Additionally, Nova component started to have problems in accessing the images in Glance. It was agreed that the cloud framework needs to be reinstalled with a newer OpenStack version. The RC was also suspended from the production infrastructure until all the issues are addressed:**

**[https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=155478](https://ggus.eu/index.php?mode=ticket_info&ticket_id=155478)**

		INFN-PADOVA-STACK		SCAI		TR-FC1-ULAKBIM		UA-BITP		UNIV-LILLE	
		Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%	85%	90%
preious reporting period	2021-04	99.51%	99.51%	100.00%	100.00%			70.64%	70.64%	96.12%	96.12%
	2021-05	100.00%	100.00%	100.00%	100.00%	96.89%	96.89%	99.80%	99.80%	99.69%	99.69%
	2021-06	93.66%	93.66%	100.00%	100.00%	99.88%	99.88%	98.31%	98.31%	100.00%	100.00%

current reporting period	2021-07	19.58%	19.58%	100.00%	100.00%	68.02%	68.02%	98.47%	98.47%	100.00%	100.00%
	2021-08	63.37%	63.37%	100.00%	100.00%	67.21%	67.21%	94.32%	94.32%	95.88%	95.88%
	2021-09	97.09%	97.09%	99.20%	99.20%	97.01%	97.01%	99.24%	99.24%	100.00%	100.00%
	2021-10	98.38%	98.38%	99.24%	99.24%	60.30%	60.30%	99.74%	99.74%	98.64%	100.00%
	2021-11	94.69%	94.69%	25.51%	25.51%	53.00%	53.00%	99.65%	99.65%	84.24%	84.24%
	2021-12	97.63%	97.63%	0.00%	0.00%	100.00%	100.00%	99.69%	99.69%	100.00%	100.00%

**Explanation**

**INFN-PADOVA-STACK** SLA violation: under-performing for 2 consecutive months in the reporting period

2021-07 - 2021-08

Failures with creation of the testing VMs

**SCAI** SLA violation: under-performing for 2 consecutive months in the reporting period

2021-11 - 2021-12

authentication failures

**TR-FC1-ULAKBIM** SLA violation: under-performing for 4 months in the reporting period

As already reported in the ticket [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=153386](https://ggus.eu/index.php?mode=ticket_info&ticket_id=153386) , a setting in Nova was preventing the creation of new instances with a certain size. The issue should have affected only the monitoring VO.

**UNIV-LILLE**

2021-11

authentication failures