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: 2022-01 / 2022-06

Date of report: 05/08/2022

Date of next report 2023-01

Documentation: https://confluence.egi.eu/display/EGISLM/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	
		Availabilit	Reliability	Availabilit	Reliability	Availabilit	Reliability	Availabilit	Reliability	Availabilit	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%	85%	90%
preious reporting period	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%
current reporting period	2022-01	100.00%	100.00%	99.94%	99.94%	99.79%	99.79%	100.00%	100.00%	89.18%	89.18%
	2022-02	100.00%	100.00%	100.00%	100.00%	99.50%	99.50%	99.42%	99.42%	97.06%	97.06%
	2022-03	100.00%	100.00%	99.65%	99.65%	99.38%	99.66%	99.84%	99.84%	99.22%	99.22%
	2022-04	100.00%	100.00%	99.71%	99.71%	99.55%	99.55%	100.00%	100.00%	100.00%	100.00%
	2022-05	100.00%	100.00%	89.29%	89.29%	98.95%	98.95%	98.39%	98.39%	99.87%	99.87%
	2022-06	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.86%	99.86%	98.34%	98.34%

Explanation	
CESGA	
2021-08	Authentication failures
CYFRONET-CLOUD	
2021-11	Failures with deleting the test VMs.

		GSI-LCG2		IFCA-LCG2		IISAS-FedCloud		IN2P3-IRES	
		Availabilit	Reliability	Availabilit	Reliability	Availabilit	Reliability	Availabilit	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%
preious reporting period	2021-10	97.00%	97.00%	99.81%	99.81%	96.01%	96.01%	96.16%	96.16%
	2021-11	100.00%	100.00%	88.46%	99.38%	99.83%	99.83%	99.19%	99.19%
	2021-12	100.00%	100.00%	99.82%	99.97%	99.83%	99.83%	98.77%	99.45%
current reporting period	2022-01	99.73%	99.73%	85.22%	95.21%	99.93%	99.93%	100.00%	100.00%
	2022-02	99.96%	99.96%	90.74%	90.74%	100.00%	100.00%	99.54%	100.00%
	2022-03	96.51%	96.51%	98.77%	98.77%	97.89%	99.65%	99.60%	99.60%
	2022-04	100.00%	100.00%	99.53%	99.53%	99.81%	99.81%	99.22%	99.22%
	2022-05	100.00%	100.00%	99.50%	99.50%	100.00%	100.00%	99.45%	100.00%
	2022-06	100.00%	100.00%	100.00%	100.00%	99.07%	99.76%	99.90%	99.90%

		INFN-PADOVA-STACK		SCAI		TR-FC1-ULAKBIM		UA-BITP		UNIV-LILLE	
		Availabilit	Reliability	Availabilit	Reliability	Availabilit	Reliability	Availabilit	Reliability	Availabilit	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%	85%	90%
preious reporting period	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%
current reporting period	2022-01	97.64%	97.64%	0.00%	0.00%	99.38%	99.38%	99.74%	99.74%	99.85%	99.85%
	2022-02	96.99%	96.99%	15.75%	15.75%	100.00%	100.00%	21.43%	26.09%	100.00%	100.00%
	2022-03	78.36%	91.11%	100.00%	100.00%	99.60%	99.60%	0.00%	0.00%	99.60%	99.60%
	2022-04	93.45%	93.45%	100.00%	100.00%	100.00%	100.00%	4.53%	4.53%	100.00%	100.00%
	2022-05	87.03%	98.85%	98.95%	98.95%	99.92%	99.92%	99.92%	99.92%	63.16%	100.00%
	2022-06	90.65%	90.65%	92.86%	92.86%	99.95%	99.95%	100.00%	100.00%	99.90%	99.90%

Explanation

INFN-PADOVA-STACK

2022-03	Scheduled maintenance
SCAI	**SLA violation: under-performing for 4 consecutive months over the reporting periods, from 2021-11 to 2022-02**
	Authentication failures, hardware damage and replacement.
UA-BITP	**SLA violation: under-performing for 3 consecutive months in the reporting period, from 2022-02 to 2022-05**
	The site went offline during the Russian attack in Ukraine
UNIV-LILLE	
2022-05	downtime due to datacenter relocation