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:	2022-07 / 2022-12
Date of report:	24/01/2023
Date of next report	2023-07
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	
		Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%	85%	90%
preious reporting period	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%
current reporting period	2022-07	100.00%	100.00%	100.00%	100.00%	94.56%	94.56%	86.94%	86.94%	99.06%	99.06%
	2022-08	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.38%	99.38%	100.00%	100.00%
	2022-09	100.00%	100.00%	99.99%	99.99%	100.00%	100.00%	99.99%	99.99%	57.55%	57.55%
	2022-10	99.97%	99.97%	91.80%	91.80%	99.44%	99.44%	100.00%	100.00%	0.00%	0.00%
	2022-11	99.86%	99.86%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%
	2022-12	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10.46%	10.46%

Explanation

CLOUDIFIN	
2022-07	Authentication failures

CYFRONET-CLOUD	SLA violation: under-performing for 4 consecutive months, from 2022-09 to 2022-12
	Problem with counting the quotas.

		GSI-LCG2		IFCA-LCG2		IISAS-FedCloud		IN2P3-IRES	
		Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%
preious reporting period	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%
current reporting period	2022-07	100.00%	100.00%	97.26%	97.26%	100.00%	100.00%	100.00%	100.00%
	2022-08	100.00%	100.00%	44.22%	99.71%	99.92%	99.92%	99.47%	99.87%
	2022-09	99.93%	99.93%	95.10%	95.10%	99.95%	99.95%	98.12%	98.12%
	2022-10	100.00%	100.00%	95.13%	95.13%	99.89%	99.89%	99.33%	99.33%
	2022-11	100.00%	100.00%	88.47%	100.00%	99.81%	99.81%	100.00%	100.00%
	2022-12	100.00%	100.00%	77.37%	92.22%	100.00%	100.00%	100.00%	100.00%

Explanation	
IFCA-LCG2	
2022-08	Scheduled intervention for updating the OpenStack components
2022-12	Scheduled maintenance of the power supply in the building

		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	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%
current reporting period	2022-07	99.25%	99.25%	100.00%	100.00%	100.00%	100.00%	99.90%	99.90%	100.00%	100.00%
	2022-08	99.24%	99.24%	91.34%	91.34%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	2022-09	84.95%	84.95%	100.00%	100.00%	100.00%	100.00%	99.84%	99.84%	100.00%	100.00%
	2022-10	94.20%	94.20%	99.99%	99.99%	99.44%	99.44%	99.12%	99.12%	99.33%	99.33%
	2022-11	99.58%	99.58%	100.00%	100.00%	99.95%	99.95%	74.61%	74.61%	99.58%	99.58%

| 2022-12 | 99.53% | 99.53% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 99.99% | 99.99% |

	Explanation
INFN-PADOVA-STACK	
2022-09	network issues
UA-BITP	**SLA violation: under-performing for 2 consecutive months in the reporting period, from 2022-11 to 2022-12**
	Power outage caused by repeated Russian attacks to Ucrain.