

Services Performance Report

shows compliance with established SLA service targets



Audience: Training Infrastructure service owner

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Service: Cloud compute

Period: 2023-01 / 2023-06

Date of report: 07/08/2023

Date of next report: 2024-01

Documentation: <https://confluence.egi.eu/display/EGISLM/Service+Level+Target+-+Availability+Reliability>

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

Legend

Underperforming

On Target

		CESNET-MCC		GSI-LCG2		IFCA-LCG2		IISAS-FedCloud	
		Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%
previous reporting period	2022-10	99.44%	99.44%	100.00%	100.00%	95.13%	95.13%	99.89%	99.89%
	2022-11	100.00%	100.00%	100.00%	100.00%	88.47%	100.00%	99.81%	99.81%
	2022-12	100.00%	100.00%	100.00%	100.00%	77.37%	92.22%	100.00%	100.00%
current reporting period	2023-01	100.00%	100.00%	86.66%	86.66%	100.00%	100.00%	99.93%	99.93%
	2023-02	100.00%	100.00%	68.32%	68.53%	82.38%	82.38%	99.60%	99.60%
	2023-03	99.70%	99.70%	87.29%	87.29%	98.23%	98.69%	99.67%	99.67%
	2023-04	100.00%	100.00%	87.58%	87.58%	99.95%	99.95%	100.00%	100.00%
	2023-05	100.00%	100.00%	95.62%	95.62%	95.56%	95.56%	99.49%	99.49%
	2023-06	98.33%	100.00%	100.00%	100.00%	99.06%	99.06%	99.72%	99.72%

Explanation

IFCA-LCG2

2023-02

authentication failures when creating the testing VMs

GSI-LCG2

SLA violation: under-performing for 4 consecutive months in the reporting period, from 2023-01 to 2023-04

problems with network allocation for the testing VMs

problems with fetching the ImageID for the testing VMs