Services Performance Report

shows compliance with established SLA service targets

Audience: AoD service owner
Report author: EGI SLM team
Service: Application on Demand
Period: 01-2020 - 06.2020
Date of report: 05/08/2020
Date of next Jun-21
Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability
Related agreements: https://documents.egi.eu/document/2773

Legend

| Underperforming |
| On Target |

CESGA

		Previous period			Reporting period					
	Service target	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	100%	100%	59%	100%	100%	53%	87%	97%	90%
Reliability	85%	100%	100%	59%	100%	100%	99%	99%	97%	90%

INFN-CATANIA-STACK

		Previous period			Reporting period					
	Service target	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	59%	68%	35%	69%	24%	0%	67%	99%	92%
Reliability	85%	59%	68%	35%	69%	24%	0%	100%	99%	92%

explanation — https://jira.egi.eu/browse/IMSOLA-4

INFN-CATANIA

		Previous period			Reporting period					
	Service target	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	100%	99%	100%	100%	94%	78%	67%	99%	98%
Reliability	85%	100%	99%	100%	100%	94%	99%	100%	99%	98%

INFN-BARI

		Previous period			Reporting period					
	Service target	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	68%	89%	70%	61%	82%	67%	79%	85%	100%
Reliability	85%	68%	89%	70%	61%	82%	67%	79%	85%	100%

explanation — https://jira.egi.eu/browse/IMSOLA-6

CYFRONET-LCG2

	Service target	Previous period				Reporting period				
		Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	87%	97%	100%	99%	100%	100%	100%	99%	100%
Reliability	85%	91%	97%	100%	99%	100%	100%	100%	99%	100%

BEgrid-ULB-VUB

	Service target	Previous period				Reporting period				
		Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	100%	100%	100%	99%	99%	97%	100%	99%	100%
Reliability	85%	100%	100%	100%	99%	100%	97%	100%	99%	100%

IN2P3-IRES

	Service target	Previous period				Reporting period				
		Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	100%	100%	93%	99%	100%	100%	100%	97%	100%
Reliability	85%	100%	100%	94%	99%	100%	100%	100%	97%	100%

UNIV-LILLE

	Service target	Previous period				Reporting period				
		Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	NA	100%	100%	100%	100%	100%	60%	98%	91%
Reliability	85%	NA	100%	100%	100%	100%	100%	60%	98%	100%
Explanation					Site joined OLA since 11.2019					

INFN-PADOVA-STACK

	Service target	Previous period				Reporting period				
		Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	NA	99%	99%	98%	98%	95%	86%	75%	83%
Reliability	85%	NA	99%	99%	98%	98%	95%	86%	75%	83%
Explanation					Site joined OLA since 11.2019					

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	Service target	Previous period				Reporting period				
		Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	NA	NA	100%	100%	100%	100%	99%	98%	100%
Reliability	85%	NA	NA	100%	100%	100%	100%	99%	98%	100%
Explanation					Site joined OLA since 12.2019					

IFCA-LCG2

	Service target	Previous period			Reporting period					
		Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	NA	NA	79%	92%	85%	94%	96%	78%	88%
Reliability	85%	NA	NA	86%	93%	93%	94%	97%	78%	88%

Explanation — Site joined OLA since 12.2019, https://jira.egi.eu/browse/IMSOLA-5

UA-BITP

	Service target	Previous period			Reporting period					
		Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	NA	NA	98%	76%	100%	51%	99%	98%	100%
Reliability	85%	NA	NA	98%	76%	100%	51%	99%	98%	100%

Explanation — Site joined OLA since 12.2019