

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											
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%	59%	100%	100%	53%	87%	97%	90%	
Reliability	85%	100%	100%	59%	100%	100%	99%	99%	97%	90%	

INFN-CATANIA-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%	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											
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%	99%	100%	100%	94%	78%	67%	99%	98%	
Reliability	85%	100%	99%	100%	100%	94%	99%	100%	99%	98%	

INFN-BARI											
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%	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										
		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%	87%	97%	100%	99%	100%	100%	100%	99%	100%
Reliability	85%	91%	97%	100%	99%	100%	100%	100%	99%	100%

BEgrid-ULB-VUB										
		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%	100%	99%	99%	97%	100%	99%	100%
Reliability	85%	100%	100%	100%	99%	100%	97%	100%	99%	100%

IN2P3-IRES										
		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%	93%	99%	100%	100%	100%	97%	100%
Reliability	85%	100%	100%	94%	99%	100%	100%	100%	97%	100%

UNIV-LILLE										
		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%	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										
		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%	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

100%IT										
		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%	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										
		Previous period			Reporting period					
	Service target	Oct-19	Nov-19	Dec-19	Jan-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										
		Previous period			Reporting period					
	Service target	Oct-19	Nov-19	Dec-19	Jan-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

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

Explanation Site joined OLA since 1.2020

CLOUDIFIN										
		Previous period			Reporting period					
	Service target	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	NA	NA	NA	NA	NA	NA	NA	98%	79%
Reliability	85%	NA	NA	NA	NA	NA	NA	NA	98%	79%

Explanation Site joined OLA since 5.2020