

Services Performance Report

shows compliance with established SLA service targets



Audience: AoD service owner
Report author: EGI SLM team
Service: Application on Demand
Period: 07-2019 - 12.2019
Date of report: #####
Date of next: Jul-20

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						
		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	
Availability	90%	77%	98%	99%	100%	100%	97%	100%	100%	100%	59%
Reliability	85%	77%	98%	100%	100%	100%	97%	100%	100%	100%	59%

INFN-CATANIA-STACK											
	Service target	Previous period			Reporting period						
		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	
Availability	90%	100%	99%	78%	70%	98%	91%	59%	68%	35%	
Reliability	85%	100%	99%	78%	70%	98%	91%	59%	68%	35%	

explanation <https://jira.egi.eu/browse/IMSOLA-1>

INFN-CATANIA											
	Service target	Previous period			Reporting period						
		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	
Availability	90%	100%	100%	88%	72%	34%	100%	100%	99%	100%	
Reliability	85%	100%	100%	88%	72%	34%	100%	100%	99%	100%	

explanation <https://jira.egi.eu/browse/IMSOLA-2>

INFN-BARI											
	Service target	Previous period			Reporting period						
		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	
Availability	90%	70%	94%	95%	90%	99%	64%	68%	89%	70%	
Reliability	85%	70%	94%	95%	90%	99%	64%	68%	89%	70%	

explanation <https://jira.egi.eu/browse/IMSOLA-3>

CYFRONET-LCG2										
		Previous period			Reporting period					
	Service target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Availability	90%	97%	22%	61%	91%	75%	100%	87%	97%	100%
Reliability	85%	97%	22%	61%	91%	75%	100%	91%	97%	100%

BEgrid-ULB-VUB										
		Previous period			Reporting period					
	Service target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Availability	90%	97%	89%	99%	87%	85%	97%	100%	100%	100%
Reliability	85%	97%	89%	99%	87%	100%	97%	100%	100%	100%

IN2P3-IRES										
		Previous period			Reporting period					
	Service target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Availability	90%	NA	100%	99%	95%	96%	100%	100%	100%	93%
Reliability	85%	NA	100%	100%	100%	100%	100%	100%	100%	94%

UNIV-LILLE										
		Previous period			Reporting period					
	Service target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Availability	90%	NA	NA	NA	NA	NA	NA	NA	100%	100%
Reliability	85%	NA	NA	NA	NA	NA	NA	NA	100%	100%

Explanation Site joined OLA since 11.2019

INFN-PADOVA-STACK										
		Previous period			Reporting period					
	Service target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Availability	90%	NA	NA	NA	NA	NA	NA	NA	99%	99%
Reliability	85%	NA	NA	NA	NA	NA	NA	NA	99%	99%

Explanation Site joined OLA since 11.2019

100%IT										
		Previous period			Reporting period					
	Service target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Availability	90%	NA	NA	NA	NA	NA	NA	NA	NA	100%
Reliability	85%	NA	NA	NA	NA	NA	NA	NA	NA	100%

Explanation Site joined OLA since 12.2019

IFCA-LCG2										
		Previous period			Reporting period					
	Service target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Availability	90%	NA	NA	NA	NA	NA	NA	NA	NA	79%
Reliability	85%	NA	NA	NA	NA	NA	NA	NA	NA	86%
Explanation		Site joined OLA since 12.2019								

UA-BITP										
		Previous period			Reporting period					
	Service target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Availability	90%	NA	NA	NA	NA	NA	NA	NA	NA	98%
Reliability	85%	NA	NA	NA	NA	NA	NA	NA	NA	98%
Explanation		Site joined OLA since 12.2019								