Services Performance Report

shows compliance with established SLA service targets

Audience: AoD and Training Infrastructure service owner

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Service: Cloud compute

Period: 2020-01 / 2020-06

Date of report: 16/08/2021

Date of next report

Documentation: https://wiki.egi.eu/wiki/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	
		Availabilit	Reliability	Availabilit	Reliability	Availabilit	Reliability	Availabilit	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%
preious reporting period	2019-10	100.00%	100.00%	99.63%	99.63%	96.96%	96.96%		
	2019-11	100.00%	100.00%	96.96%	96.96%	95.14%	95.14%		
	2019-12	100.00%	100.00%	100.00%	100.00%	98.25%	98.25%		
current reporting period	2020-01	100.00%	100.00%	100.00%	100.00%	96.93%	96.93%		
	2020-02	100.00%	100.00%	100.00%	100.00%	92.72%	92.72%		
	2020-03	100.00%	100.00%	99.29%	99.29%	95.63%	95.63%		
	2020-04	98.81%	98.81%	99.54%	99.54%	99.84%	99.84%		
	2020-05	98.44%	98.44%	97.09%	97.09%	97.00%	97.00%	98.30%	98.30%
	2020-06	99.57%	99.57%	90.15%	90.15%	100.00%	100.00%	85.85%	85.85%

Explanation

CLOUDIFIN

2020-06 failures with creation of the testing VMs

		IFCA-LCG2	IISAS-FedCloud	IISAS-GPUCloud	IN2P3-IRES	INFN-CATANIA-STACK

		Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%	85%	90%
preious reporting period	2019-10	92.22%	93.65%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	59.02%	59.02%
	2019-11	79.09%	79.09%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	67.59%	67.59%
	2019-12	78.93%	86.11%	100.00%	100.00%	100.00%	100.00%	93.34%	93.34%	34.70%	34.70%
current reporting period	2020-01	91.77%	93.07%	100.00%	100.00%	100.00%	100.00%	99.44%	99.44%	68.60%	68.60%
	2020-02	84.92%	92.94%	100.00%	100.00%	100.00%	100.00%	96.39%	96.39%	23.52%	23.52%
	2020-03	94.18%	94.18%	100.00%	100.00%	100.00%	100.00%	99.57%	99.57%	0.00%	0.00%
	2020-04	97.21%	97.21%	99.87%	99.87%	100.00%	100.00%	100.00%	100.00%	67.35%	100.00%
	2020-05	78.35%	78.35%	100.00%	100.00%	100.00%	100.00%	97.49%	97.49%	99.09%	99.09%
	2020-06	93.70%	93.70%	100.00%	100.00%	100.00%	100.00%	99.66%	99.66%	92.05%	92.05%

Explanation	
IFCA-LCG2	
2020-02, 2020-05	Authentication failures
INFN-CATANIA-STACK	SLA Violation: performance below the targets for more than 4 months. The failures affected only the monitoring VO and they were due to an old CloudKeeper version installed. GGUS: https://ggus.eu/index.php?mode=ticket_info&ticket_id=144715

		INFN-PADOVA-STACK		SCAI		UA-BITP		UNIV-LILLE	
		Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%
preious reporting period	2019-10	99.46%	99.46%						
	2019-11	99.25%	99.25%					100.00%	100.00%
	2019-12	99.06%	99.06%			97.78%	97.78%	100.00%	100.00%
current reporting period	2020-01	98.11%	98.11%	100.00%	100.00%	75.67%	75.67%	100.00%	100.00%
	2020-02	97.50%	97.50%	100.00%	100.00%	99.82%	99.82%	100.00%	100.00%
	2020-03	94.58%	94.58%	100.00%	100.00%	51.20%	51.20%	99.96%	99.96%
	2020-04	33.14%	33.14%	99.97%	99.97%	99.36%	99.36%	59.88%	59.88%

	2020-05	36.16%	36.16%	97.69%	97.69%	98.43%	98.43%	97.97%	97.97%
	2020-06	99.90%	99.90%	100.00%	100.00%	100.00%	100.00%	90.51%	100.00%

Explanation	
INFN-PADOVA-STACK	SLA violation: under-performing for 2 consecutive months
2020-04, 2020-05	the ESACO instance was having problems with the new AAI host certificate
UA-BITP	
2020-01, 2020-03	authentication failures
UNIV-LILLE	
2020-04	problem with publication of the test image on AppDB