

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: 2021-01 / 2021-06

Date of report: 16/08/2021

Date of next report: 2022-01

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		CYFRONET-CLOUD	
		Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%	85%	90%
previous reporting period	2020-10	99.97%	99.97%	99.36%	99.36%	99.19%	99.19%	99.89%	99.89%	91.90%	91.90%
	2020-11	99.26%	99.26%	98.46%	98.46%	98.72%	98.72%	100.00%	100.00%	42.43%	42.43%
	2020-12	100.00%	100.00%	98.52%	98.52%	89.77%	89.77%	100.00%	100.00%	100.00%	100.00%
current reporting period	2021-01	100.00%	100.00%	91.18%	91.18%	94.61%	94.61%	100.00%	100.00%	99.98%	99.98%
	2021-02	100.00%	100.00%	83.55%	83.55%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	2021-03	100.00%	100.00%	96.46%	97.28%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	2021-04	99.99%	99.99%	86.98%	86.98%	98.02%	98.44%	66.97%	66.97%	100.00%	100.00%
	2021-05	99.66%	99.66%	94.18%	94.18%	99.87%	99.87%	58.71%	58.71%	94.51%	94.51%
	2021-06	100.00%	100.00%	100.00%	100.00%	89.27%	89.27%	57.92%	57.92%	99.86%	99.86%
Explanation											
CESGA											
2021-02, 2021-04		Authentication failures during the creation of the testing VMs.									
CESNET-MCC											
2021-06		Authentication failures during the creation of the testing VMs.									
CLOUDIFIN		SLA violation: under-performing for 3 consecutive months from 2021-04 to									

2021-06

problem with wsgi-keystone-oidc-voms and EGI Check-in (https://ggus.eu/index.php?mode=ticket_info&ticket_id=151538) between April and May; crashing of Nova service on some new compute nodes (new resources were added to the site) in the second half of June; statistics are now improving; nn the entire period the users were not affected and all of the existing VMs were running without any problems.

		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	2020-10	97.86%	97.86%	100.00%	100.00%	100.00%	100.00%	98.75%	98.75%	100.00%	100.00%
	2020-11	96.96%	96.96%	100.00%	100.00%	100.00%	100.00%	99.83%	99.83%	100.00%	100.00%
	2020-12	91.26%	91.26%	100.00%	100.00%	100.00%	100.00%	99.08%	99.08%	86.45%	86.45%
current reporting period	2021-01	76.03%	87.05%	100.00%	100.00%	100.00%	100.00%	96.79%	96.79%	45.55%	45.55%
	2021-02	99.84%	99.84%	96.58%	98.38%	96.58%	98.37%	97.12%	99.19%	90.76%	90.76%
	2021-03	86.16%	86.16%	100.00%	100.00%	99.83%	99.83%	99.84%	99.84%	89.83%	89.83%
	2021-04	98.88%	99.30%	98.99%	98.99%	98.43%	98.43%	96.48%	96.93%	60.00%	60.00%
	2021-05	99.42%	99.42%	100.00%	100.00%	97.12%	97.12%	95.12%	95.12%	33.96%	33.96%
	2021-06	100.00%	100.00%	98.37%	98.37%	100.00%	100.00%	97.78%	97.78%	99.69%	99.69%
Explanation											
IFCA-LCG2											
2021-01		Scheduled intervention at the computing centre.									
2021-03		Authorisation failures									
INFN-CATANIA-STACK		SLA violation: under-performing for 4 months in the reporting period: 2021-01, and from 2021-03 to 2021-05									
		There was a problem with the uid of the testing VMs affecting only the VO used to monitor the service: https://ggus.eu/index.php?mode=ticket_info&ticket_id=151043									

		INFN-PADOVA-STACK		SCAI		TR-FC1-ULAKBIM		UA-BITP		UNIV-LILLE	
		Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability	Availability	Reliability
targets		85%	90%	85%	90%	85%	90%	85%	90%	85%	90%

previous reporting period	2020-10	93.55%	93.55%	100.00%	100.00%			99.99%	99.99%	99.81%	99.81%
	2020-11	82.78%	92.02%	18.75%	18.75%			99.59%	99.59%	99.76%	99.76%
	2020-12	76.94%	76.94%	0.00%	0.00%			99.73%	99.73%	98.43%	98.43%
current reporting period	2021-01	68.60%	68.60%	0.00%	0.00%			95.53%	95.53%	99.79%	99.79%
	2021-02	99.85%	99.85%	18.80%	18.80%			99.67%	99.67%	99.95%	99.95%
	2021-03	61.62%	72.89%	100.00%	100.00%			92.69%	92.69%	100.00%	100.00%
	2021-04	99.51%	99.51%	100.00%	100.00%			70.64%	70.64%	96.12%	96.12%
	2021-05	100.00%	100.00%	100.00%	100.00%	96.89%	96.89%	99.80%	99.80%	99.69%	99.69%
	2021-06	93.66%	93.66%	100.00%	100.00%	99.88%	99.88%	98.31%	98.31%	100.00%	100.00%
Explanation											
INFN-PADOVA-STACK	SLA violation: under-performing for 3 consecutive months between the previous and the current reporting period										
2020-11 - 2021-01	failures related to the network allocation to the test VMs and to authentication issues.										
2021-03	scheduled intervention in the computing centre for generic maintenance.										
SCAI	SLA violation: under-performing for 4 consecutive months from 2020-11 to 2021-02										
	Unexpected downtime because of hardware defect										
UA-BITP											
2021-04	authentication failures										