

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2017-05 / 2017-10

Date of report: 10-11-2017

Date of next report: 05-2018

Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability

Related agreements: <https://documents.egi.eu/document/2869>

Legend

Underperforming
On Target

CYFRONET-CLOUD

	Service target	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Availability	85%	99,97%	100,00%	96,17%	94,48%	98,24%	90,61%
Reliability	90%	99,97%	100,00%	96,17%	94,48%	98,24%	90,61%

Description:

INFN-CATANIA-STACK

	Service target	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Availability	85%	89,70%	92,65%	85,80%	99,79%	98,83%	0,00%
Reliability	90%	89,70%	92,65%	85,80%	99,79%	98,83%	0,00%

Description: May: authentication failures. July: delay in updating the CAs package, generic system failure. October: one of the probe returned UNKNOWN status, under investigation; delay in updating the CAs packages.

RECAS-BARI

	Service target	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Availability	85%	97,21%	99,76%	93,72%	99,76%	90,73%	100,00%
Reliability	90%	97,21%	99,76%	93,72%	99,76%	90,73%	100,00%

Description: