

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2018-05 / 2018-10

Date of report: 6-11-2018

Date of next: 2018-05

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		Previous period			Reporting period					
	Service target	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	85%	97,92%	92,62%	100,00%	99,46%	100,00%	37,37%	0,26%	5,29%	4,57%
Reliability	90%	97,92%	92,62%	100,00%	99,46%	100,00%	100,00%	100,00%	100,00%	100,00%
Explanation	2018-07 / 2018-10	declared several downtimes for upgrading the cloud infrastructure: https://goc.egi.eu/portal/index.php?Page_Type=Site_Downtimes&id=966								
	SLA Violation:	A/R under the target for more 4 consecutive months, from 2018-07 to 2018-10								
	GGUS ticket:	https://ggus.eu/index.php?mode=ticket_info&ticket_id=138122								

INFN-CATANIA-STACK		Previous period			Reporting period					
	Service target	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	85%	100,00%	95,45%	99,81%	98,57%	83,46%	99,44%	99,86%	99,37%	99,98%
Reliability	90%	100,00%	95,45%	99,81%	98,57%	83,46%	99,44%	99,86%	99,37%	99,98%
Explanation	2018-06	problem with an image used for running the nagios probes, as reported into https://ggus.eu/index.php?mode=ticket_info&ticket_id=135939								