

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2019-05 / 2019-10

Date of report: 12-11-2019

Date of next: 2020-05

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	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
Availability	85%	61,86%	35,48%	25,02%	10,83%	11,20%	67,38%	89,66%	98,29%	92,99%
Reliability	90%	61,86%	35,48%	25,02%	10,83%	11,20%	67,38%	89,66%	98,29%	92,99%

SLA Violation: A/R under the target for 7 consecutive months, from 2019-02 to 2019-08
GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=144014

INFN-CATANIA-STACK		Previous period			Reporting period					
	Service target	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
Availability	85%	98,33%	97,76%	99,97%	98,84%	78,24%	69,65%	98,57%	90,70%	59,02%
Reliability	90%	98,33%	97,76%	99,97%	98,84%	78,24%	69,65%	98,57%	90,70%	59,02%

Explanation

2019-06	OCCI and OpenStack services not responding
2019-07	CAs not updated in time, openstack server not responding
2019-10	failures due to quota exceeded