

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2019-11 / 2020-04

Date of report: 12-5-2020

Date of next 2020-11

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	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Availability	85%	89,66%	98,29%	92,99%	99,61%	99,82%	81,20%	81,35%	99,28%	99,14%
Reliability	90%	89,66%	98,29%	92,99%	99,61%	99,82%	81,20%	81,35%	99,28%	99,14%
Explanation	2020-01	number of cores quota exceeded								
	2020-02	migration to the new cloud endpoint								

INFN-CATANIA-STACK		Previous period			Reporting period					
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Availability	85%	98,57%	90,70%	59,02%	67,59%	34,70%	68,60%	23,52%	0,00%	67,35%
Reliability	90%	98,57%	90,70%	59,02%	67,59%	34,70%	68,60%	23,52%	0,00%	100,00%
Explanation	SLA Violation: performance below the targets for more than 4 months.									
	GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=144715 The failures affected only the monitoring VO and they were due to an old CloudKeeper version installed.									