

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** Daniele D'Agostino, Andrea De Luca

**Report author:** EGI SLA sla@mailman.egi.eu

**Service:** Cloud compute

**Period:** 2020-05 - 2020-10

**Date of report:** 17-11-2020

**Date of next report:** 2021-05

**Documentation:** <https://wiki.egi.eu> [https://wiki.egi.eu/wiki/Service\\_Level\\_Target\\_-\\_Availability\\_Reliability](https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability)

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

## Legend

Underperforming

On Target

CYFRONET-CLOUD		Cloud compute	
		Availability	Reliability
targets		85%	90%
previous reporting period	2020-02	81,35%	81,35%
	2020-03	99,28%	99,28%
	2020-04	99,14%	99,14%
current reporting period	2020-05	90,60%	90,60%
	2020-06	98,84%	98,84%
	2020-07	93,54%	93,54%
	2020-08	96,56%	96,56%
	2020-09	99,90%	99,90%
	2020-10	91,90%	91,90%

INFN-CATANIA-STACK		Cloud Compute	
		Availability	Reliability
targets		85%	90%

previous reporting period	2020-02	23,52%	23,52%
	2020-03	0,00%	0,00%
	2020-04	67,35%	100,00%
current reporting period	2020-05	99,09%	99,09%
	2020-06	92,05%	92,05%
	2020-07	43,60%	43,60%
	2020-08	47,30%	47,30%
	2020-09	74,95%	74,95%
	2020-10	100,00%	100,00%

**SLA violation: under-performing for 3 consecutive months from 2020-07 to 2020-09**

**As already reported in a previously opened ticket ([https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=148571](https://ggus.eu/index.php?mode=ticket_info&ticket_id=148571)), the scheduler selected some compute nodes that are not configured in order to provide the requested network. The failure should have affected only the monitoring VO.**