Services Performance Report

shows compliance with established SLA service targets

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Service: Cloud compute

Period: 2020-11 - 2021-04

Date of report: 21/05/2021

Date of next report 2021-11

Documentation: https://wiki.eg 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%
preious reporting period	2020-08	96.56%	96.56%
	2020-09	99.90%	99.90%
	2020-10	91.90%	91.90%
current reporting period	2020-11	42.43%	42.43%
	2020-12	100.00%	100.00%
	2021-01	99.98%	99.98%
	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	100.00%	100.00%
Explanation			
2020-11	RAM quota exceeded		

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

preious reporting period	**2020-08**	47.30%	47.30%
	2020-09	74.95%	74.95%
	2020-10	100.00%	100.00%
current reporting period	**2020-11**	100.00%	100.00%
	2020-12	86.45%	86.45%
	2021-01	45.55%	45.55%
	2021-02	90.93%	90.93%
	2021-03	90.61%	90.61%
	2021-04	60.00%	60.00%

SLA violation: under-performing for 2 consecutive months between 2020-12 and 2021-04

As already reported in a previously opened ticket about the failures between December and February (https://ggus.eu/index.php?mode=ticket_info&ticket_id=151043), there was a problem with the uid of the testing VMs affecting only the VO used to monitor the service. The same issue reoccurred in April.