

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.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 | 2021-02 | 100.00% | 100.00% |
| | 2021-03 | 100.00% | 100.00% |
| | 2021-04 | 100.00% | 100.00% |
| current reporting period | 2021-05 | 94.51% | 94.51% |
| | | | |
| | | | |
| | | | |

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

| | | | |
|---------------------------|---------|--------|--------|
| previous reporting period | 2021-02 | 90.93% | 90.93% |
| | 2021-03 | 90.61% | 90.61% |
| | 2021-04 | 60.00% | 60.00% |
| | | | |
| current reporting period | 2021-05 | 33.96% | 33.96% |
| | 2021-06 | 99.69% | 99.69% |
| | 2021-07 | 69.22% | 69.22% |
| | 2021-08 | 98.06% | 98.06% |
| | 2021-09 | 99.87% | 99.87% |
| | 2021-10 | 25.94% | 48.08% |

SLA violation: under-performing for 2 consecutive months (Apr - May 2021)

As already reported in a previously ticket (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. In July there were authentication problems with accessing the testing VM, and in October there was a scheduled downtime in addition to some problem with the creation of the testing VM.