

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** High-Throughput Compute and File Storage

**Period:** 2016-05 / 2016-10

**Date of report:** 11-11-2016

**Date of next report:** 05-2017

**Documentation:** [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/2874>

**Legend**

Underperforming
On Target

## BEIJING-LCG2

	Service target	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Availability	85%	98,48%	98,91%	89,76%	67,67%	99,99%	97,54%
Reliability	90%	98,48%	98,91%	100,00%	100,00%	99,99%	99,49%

**Description:**

## GARR-01-DIR

	Service target	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Availability	85%	76,51%	99,07%	52,82%	100,00%	100,00%	99,64%
Reliability	90%	77,60%	99,07%	52,82%	100,00%	100,00%	99,64%

**Description:** under investigation

## IFCA-LCG2

	Service target	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Availability	85%	95,37%	99,88%	0,00%	92,21%	74,86%	89,95%
Reliability	90%	95,37%	99,88%	0,00%	92,21%	85,47%	90,88%

**Description:** under investigation

### IN2P3-IRES

	Service target	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Availability	85%	97,43%	99,71%	99,19%	95,44%	100,00%	95,38%
Reliability	90%	97,71%	99,71%	99,19%	95,44%	100,00%	99,63%

Description:

### INFN-BARI

	Service target	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Availability	85%	98,55%	88,46%	85,71%	100,00%	99,86%	100,00%
Reliability	90%	98,55%	88,46%	85,71%	100,00%	99,86%	100,00%

Description: June: authentication failures on SRM. July: the SRM service disappeared from the BDII

### INFN-CATANIA

	Service target	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Availability	85%	89,72%	99,87%	99,19%	100,00%	95,62%	100,00%
Reliability	90%	89,72%	99,87%	99,19%	100,00%	95,62%	100,00%

Description:

### INFN-FERRARA

	Service target	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Availability	85%	91,99%	99,10%	100,00%	100,00%	99,92%	99,47%
Reliability	90%	91,99%	99,10%	100,00%	100,00%	99,92%	99,47%

Description:

### INFN-PISA

	Service target	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Availability	85%	91,83%	99,57%	99,03%	100,00%	100,00%	99,87%
Reliability	90%	99,17%	99,57%	99,03%	100,00%	100,00%	99,87%

**Description:**

INFN-ROMA3							
	Service target	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Availability	85%	89,67%	99,03%	100,00%	100,00%	100,00%	74,67%
Reliability	90%	89,67%	99,03%	100,00%	100,00%	100,00%	74,67%

**Description:** under investigation

NCG-INGRID-PT							
	Service target	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Availability	85%	88,22%	99,07%	87,69%	100,00%	100,00%	93,82%
Reliability	90%	88,22%	99,79%	87,69%	100,00%	100,00%	93,82%

**Description:** under investigation

OBSPM							
	Service target	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Availability	85%	97,96%	63,90%	88,01%	100,00%	100,00%	92,86%
Reliability	90%	97,96%	70,57%	88,01%	100,00%	100,00%	92,86%

**Description:** June: job submission problems, the CREAM-CE service disappeared from the BDII. July: CAs weren't updated in time