

Services Performance Report

shows compliance with established SLA service targets



Audience: Johan Montagnat

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

Service: High-Throughput Compute and File Storage; Cloud compute

Period: 2017-05 / 2017-10

Date of report: 10-11-2017

Date of next report: 01-2018

Documentation: 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 | 2017-05 | 2017-06 | 2017-07 | 2017-08 | 2017-09 | 2017-10 |
|---------------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 98,07% | 96,76% | 80,80% | 86,13% | 98,13% | 99,32% |
| Reliability | 90% | 99,83% | 98,85% | 96,70% | 99,83% | 99,53% | 100,00% |

Description: July: scheduled downtime for network maintenance

GARR-01-DIR

| | Service target | 2017-05 | 2017-06 | 2017-07 | 2017-08 | 2017-09 | 2017-10 |
|---------------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 100,00% | 100,00% | 99,19% | 100,00% | 100,00% | 83,43% |
| Reliability | 90% | 100,00% | 100,00% | 99,19% | 100,00% | 100,00% | 83,43% |

Description: October: services not responding

IFCA-LCG2

| | Service target | 2017-05 | 2017-06 | 2017-07 | 2017-08 | 2017-09 | 2017-10 |
|---------------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 98,24% | 49,61% | 88,80% | 98,53% | 55,41% | 95,35% |
| Reliability | 90% | 98,24% | 50,31% | 88,80% | 98,53% | 55,41% | 95,35% |

Description: June: failures in the cloud resources, not involved in this SLA; CREAM-CE failures due to a bug in the JobPurge nagios probe. July: failures in the cloud resources, not involved in this SLA; SRM failures. September: failures in the cloud resources, not involved in this SLA.

IN2P3-IRES

| | Service target | 2017-05 | 2017-06 | 2017-07 | 2017-08 | 2017-09 | 2017-10 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 96,62% | 100,00% | 75,57% | 87,86% | 87,42% | 97,44% |
| Reliability | 90% | 96,62% | 100,00% | 91,48% | 89,07% | 87,42% | 97,44% |

Description: July: Site-BDII and CREAM-Ce not responding; OCCI authentication failures. August: failures in Nova. September: CREAM-CE issues.

INFN-BARI

| | Service target | 2017-05 | 2017-06 | 2017-07 | 2017-08 | 2017-09 | 2017-10 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 97,32% | 98,62% | 97,67% | 88,20% | 98,53% | 99,02% |
| Reliability | 90% | 97,32% | 98,62% | 97,67% | 88,20% | 98,53% | 99,02% |

Description: August: CREAM-CE and SRM services not responding.

INFN-CATANIA

| | Service target | 2017-05 | 2017-06 | 2017-07 | 2017-08 | 2017-09 | 2017-10 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 87,43% | 98,62% | 97,67% | 99,78% | 99,57% | 100,00% |
| Reliability | 90% | 87,43% | 98,62% | 97,67% | 99,78% | 99,57% | 100,00% |

Description: May: SRM failures

INFN-FERRARA

| | Service target | 2017-05 | 2017-06 | 2017-07 | 2017-08 | 2017-09 | 2017-10 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 100,00% | 99,61% | 99,92% | 100,00% | 98,45% | 99,93% |
| Reliability | 90% | 100,00% | 99,61% | 99,92% | 100,00% | 98,45% | 99,93% |

Description:

INFN-PADOVA-STACK

| | Service target | 2017-05 | 2017-06 | 2017-07 | 2017-08 | 2017-09 | 2017-10 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 100,00% | 100,00% | 64,56% | 84,78% | 99,34% | 99,97% |
| Reliability | 90% | 100,00% | 100,00% | 99,52% | 91,93% | 99,34% | 99,97% |

Description: July: scheduled downtime for upgrading OpenStack to Newton. August: OCCI problems.

INFN-PISA

| | Service target | 2017-05 | 2017-06 | 2017-07 | 2017-08 | 2017-09 | 2017-10 |
|---------------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 95,52% | 100,00% | 99,14% | 81,79% | 99,50% | 88,91% |
| Reliability | 90% | 95,52% | 100,00% | 99,14% | 97,54% | 99,50% | 88,91% |

Description: August: CREAM-CE and SRM services not responding. October: batch system issues.

INFN-ROMA3

| | Service target | 2017-05 | 2017-06 | 2017-07 | 2017-08 | 2017-09 | 2017-10 |
|---------------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 100,00% | 98,01% | 96,64% | 99,24% | 97,30% | 95,06% |
| Reliability | 90% | 100,00% | 98,01% | 96,64% | 99,24% | 97,30% | 95,06% |

Description:

NCG-INGRID-PT

| | Service target | 2017-05 | 2017-06 | 2017-07 | 2017-08 | 2017-09 | 2017-10 |
|---------------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 100,00% | 99,80% | 100,00% | 94,33% | 79,05% | 97,17% |
| Reliability | 90% | 100,00% | 99,80% | 100,00% | 95,76% | 79,05% | 97,17% |

Description: September: SRM timeout

OBSPM

| | Service target | 2017-05 | 2017-06 | 2017-07 | 2017-08 | 2017-09 | 2017-10 |
|---------------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 100,00% | 100,00% | 99,90% | 77,28% | 99,91% | 78,06% |
| Reliability | 90% | 100,00% | 100,00% | 99,90% | 77,28% | 99,91% | 78,06% |

Description: August: I/O problems on SRM service. October: SRM disk full; services not

RECAS-BARI

| | Service target | 2017-05 | 2017-06 | 2017-07 | 2017-08 | 2017-09 | 2017-10 |
|---------------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 97,21% | 99,76% | 93,72% | 99,76% | 90,73% | 100,00% |
| Reliability | 90% | 97,21% | 99,76% | 93,72% | 99,76% | 90,73% | 100,00% |

Description: