

Services Performance Report

shows compliance with established SLA service targets



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Service: High-Throughput Compute and File Storage

Period: 2016-11 / 2017-04

Date of report: 18-5-2017

Date of next report: 09-2017

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 | 2016-11 | 2016-12 | 2017-01 | 2017-02 | 2017-03 | 2017-04 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 99,84% | 95,50% | 97,90% | 98,00% | 97,54% | 97,59% |
| Reliability | 90% | 99,84% | 100,00% | 100,00% | 100,00% | 100,00% | 100,00% |

Description:

GARR-01-DIR

| | Service target | 2016-11 | 2016-12 | 2017-01 | 2017-02 | 2017-03 | 2017-04 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 95,02% | 100,00% | 100,00% | 100,00% | 100,00% | 99,05% |
| Reliability | 90% | 95,02% | 100,00% | 100,00% | 100,00% | 100,00% | 99,05% |

Description:

IFCA-LCG2

| | Service target | 2016-11 | 2016-12 | 2017-01 | 2017-02 | 2017-03 | 2017-04 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 98,75% | 77,11% | 79,33% | 86,74% | 76,29% | 73,54% |
| Reliability | 90% | 98,75% | 77,11% | 79,33% | 86,74% | 80,61% | 80,45% |

Description: December, January, February and March: SRM failures. April: failures in the cloud services.

IN2P3-IRES

| | Service target | 2016-11 | 2016-12 | 2017-01 | 2017-02 | 2017-03 | 2017-04 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 93,89% | 100,00% | 99,17% | 99,86% | 100,00% | 97,80% |
| Reliability | 90% | 99,75% | 100,00% | 99,85% | 99,86% | 100,00% | 97,88% |

Description:

INFN-BARI

| | Service target | 2016-11 | 2016-12 | 2017-01 | 2017-02 | 2017-03 | 2017-04 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 99,31% | 100,00% | 100,00% | 99,28% | 98,52% | 73,79% |
| Reliability | 90% | 99,31% | 100,00% | 100,00% | 99,28% | 98,52% | 85,29% |

Description: April: general suddend powercut, services needed time for recovering.

INFN-CATANIA

| | Service target | 2016-11 | 2016-12 | 2017-01 | 2017-02 | 2017-03 | 2017-04 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 99,59% | 99,18% | 95,39% | 99,86% | 99,97% | 100,00% |
| Reliability | 90% | 99,59% | 99,18% | 95,39% | 99,86% | 99,97% | 100,00% |

Description:

INFN-FERRARA

| | Service target | 2016-11 | 2016-12 | 2017-01 | 2017-02 | 2017-03 | 2017-04 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 92,92% | 100,00% | 100,00% | 94,99% | 100,00% | 90,98% |
| Reliability | 90% | 92,92% | 100,00% | 100,00% | 94,99% | 100,00% | 92,14% |

Description:

INFN-PISA

| | Service target | 2016-11 | 2016-12 | 2017-01 | 2017-02 | 2017-03 | 2017-04 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 71,87% | 93,53% | 77,78% | 100,00% | 100,00% | 99,58% |
| Reliability | 90% | 87,84% | 96,94% | 96,59% | 100,00% | 100,00% | 99,58% |

Description: November: Power supply problems and SRM failures. January: planned power cut in the campus area.

INFN-ROMA3

| | Service target | 2016-11 | 2016-12 | 2017-01 | 2017-02 | 2017-03 | 2017-04 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 99,85% | 80,59% | 100,00% | 97,02% | 95,54% | 98,98% |
| Reliability | 90% | 99,85% | 80,59% | 100,00% | 100,00% | 95,54% | 100,00% |

Description: December: CAs package not updated in time

NGG-INGRID-PT

| | Service target | 2016-11 | 2016-12 | 2017-01 | 2017-02 | 2017-03 | 2017-04 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 98,82% | 99,86% | 100,00% | 99,49% | 97,07% | 100,00% |
| Reliability | 90% | 98,82% | 99,86% | 100,00% | 99,49% | 97,07% | 100,00% |

Description:

OBSPM

| | Service target | 2016-11 | 2016-12 | 2017-01 | 2017-02 | 2017-03 | 2017-04 |
|--------------|----------------|---------|---------|---------|---------|---------|---------|
| Availability | 85% | 82,88% | 78,98% | 100,00% | 100,00% | 99,01% | 100,00% |
| Reliability | 90% | 82,88% | 78,98% | 100,00% | 100,00% | 99,01% | 100,00% |

Description: November and December: SRM disappeared from the BDII