

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: 2017-11 / 2018-04

Date of report: 23-5-2018

Date of next: 11-2018

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		Previous period			Reporting period					
	Service target	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Availability	85%	86,13%	98,13%	99,32%	95,96%	96,36%	95,32%	98,35%	93,55%	98,80%
Reliability	90%	99,83%	99,53%	100,00%	99,31%	99,62%	99,78%	100,00%	100,00%	99,92%
Explanation										

CESNET-MetaCloud		Previous period			Reporting period					
	Service target	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Availability	85%	n.a.	n.a.	n.a.	n.a.	100,00%	98,20%	97,64%	98,20%	99,75%
Reliability	90%	n.a.	n.a.	n.a.	n.a.	100,00%	99,55%	97,64%	98,20%	99,75%
Explanation										

CLOUDFIN		Previous period			Reporting period					
	Service target	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Availability	85%	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	95,46%	99,66%	98,72%
Reliability	90%	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	95,46%	99,66%	98,72%
Explanation										

CREATIS-INSA-LYON											
	Service target	Previous period					Reporting period				
		2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	
Availability	85%	n.a.	n.a.	n.a.	n.a.	n.a.	100,00%	99,96%	99,59%	99,97%	
Reliability	90%	n.a.	n.a.	n.a.	n.a.	n.a.	100,00%	99,96%	100,00%	99,97%	
Explanation											

GARR-01-DIR											
	Service target	Previous period					Reporting period				
		2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	
Availability	85%	100,00%	100,00%	83,43%	100,00%	100,00%	95,98%	90,97%	100,00%	100,00%	
Reliability	90%	100,00%	100,00%	83,43%	100,00%	100,00%	95,98%	90,97%	100,00%	100,00%	
Explanation											

IFCA-LCG2											
	Service target	Previous period					Reporting period				
		2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	
Availability	85%	98,53%	55,41%	95,35%	100,00%	97,56%					
Reliability	90%	98,53%	55,41%	95,35%	100,00%	97,56%					
Explanation											

IN2P3-IRES											
	Service target	Previous period					Reporting period				
		2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	
Availability	85%	87,86%	87,42%	97,44%	99,86%	99,88%	97,63%	73,99%	99,69%	97,30%	
Reliability	90%	89,07%	87,42%	97,44%	99,86%	99,88%	97,63%	83,72%	99,69%	97,30%	
Explanation	2018-02	Scheduled downtime for upgrading the cloud infrastructure									

INFN-BARI											
	Service target	Previous period					Reporting period				
		2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	
Availability	85%	88,20%	98,53%	99,02%	94,19%	99,12%	97,26%	98,00%	96,98%	97,67%	
Reliability	90%	88,20%	98,53%	99,02%	94,19%	99,12%	97,26%	98,00%	96,98%	97,67%	

Explanation

INFN-CATANIA		Previous period					Reporting period				
	Service target	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	
Availability	85%	99,78%	99,57%	100,00%	86,89%	99,46%	100,00%	91,43%	78,34%	100,00%	
Reliability	90%	99,78%	99,57%	100,00%	86,89%	99,46%	100,00%	91,43%	78,34%	100,00%	
Explanation	2017-11	CREAM-CE not responding									
	2018-03	problems with registering files on the SRM service									

INFN-FERRARA		Previous period					Reporting period				
	Service target	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	
Availability	85%	100,00%	98,45%	99,93%	99,46%	98,78%	99,72%	100,00%	99,98%	99,19%	
Reliability	90%	100,00%	98,45%	99,93%	99,46%	98,78%	99,72%	100,00%	99,98%	99,19%	
Explanation											

INFN-PADOVA-STACK		Previous period					Reporting period	
	Service target	2017-08	2017-09	2017-10	2017-11	2017-12		
Availability	85%	84,78%	99,34%	99,97%	99,92%	84,68%		
Reliability	90%	91,93%	99,34%	99,97%	99,92%	100,00%		
Explanation	2017-12	data center end year maintenance						

INFN-PISA		Previous period					Reporting period			
	Service target	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Availability	85%	81,79%	99,50%	88,91%	92,43%	90,60%	95,48%	78,55%	86,87%	99,93%
Reliability	90%	97,54%	99,50%	88,91%	92,43%	93,64%	95,48%	99,06%	93,28%	99,93%
Explanation	2018-02	Scheduled downtime due to a planned campus power-cut								

INFN-ROMA3		Previous period				Reporting period				
	Service target	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Availability	85%	99,24%	97,30%	95,06%	99,46%	98,78%	99,72%	100,00%	99,98%	99,19%
Reliability	90%	99,24%	97,30%	95,06%	99,46%	98,78%	99,72%	100,00%	99,98%	99,89%
Explanation										

NCG-INGRID-PT		Previous period				Reporting period				
	Service target	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Availability	85%	94,33%	79,05%	97,17%	98,77%	99,84%	90,74%	76,48%	100,00%	95,06%
Reliability	90%	95,76%	79,05%	97,17%	98,77%	99,84%	90,74%	76,48%	100,00%	95,06%
Explanation	2018-02	authentication problems on the SRM service								

OBSPM		Previous period				Reporting period				
	Service target	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Availability	85%	77,28%	99,91%	78,06%	91,76%	98,57%	98,58%	99,35%	99,99%	76,91%
Reliability	90%	77,28%	99,91%	78,06%	91,76%	98,57%	98,58%	99,35%	99,99%	76,91%
Explanation	2018-04	CAs package not updated in time								