

# 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:** 2018-05 / 2018-10

**Date of report:** 6-11-2018

**Date of next:** 05-2019

**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		Previous period				Reporting period				
	Service target	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	85%	98,35%	93,55%	98,80%	98,60%	99,12%	36,26%	73,89%	98,28%	99,18%
Reliability	90%	100,00%	100,00%	99,92%	99,15%	99,96%	43,30%	100,00%	99,96%	100,00%
Explanation	2018-07	CAs certificates not updated in time.								
	2018-08	downtime for maintenance								

CESNET-MetaCloud		Previous period				Reporting period				
	Service target	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	85%	97,64%	98,20%	99,75%	97,52%	100,00%	100,00%	99,15%	99,84%	100,00%
Reliability	90%	97,64%	98,20%	99,75%	98,07%	100,00%	100,00%	99,83%	99,84%	100,00%
Explanation										

CLOUDFIN		Previous period				Reporting period				
	Service target	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	85%	95,46%	99,66%	98,72%	94,55%	99,18%	86,95%	70,63%	79,66%	99,93%
Reliability	90%	95,46%	99,66%	98,72%	94,55%	99,18%	86,95%	70,63%	81,28%	99,93%
Explanation	2018-07 / 2018-09	OCCI service intermittent timeout								
	SLA Violation:	A/R under the target for more 3 consecutive months, from 2018-07 to 2018-09								
	GGUS ticket:	<a href="https://ggus.eu/index.php?mode=ticket_info&amp;ticket_id=138133">https://ggus.eu/index.php?mode=ticket_info&amp;ticket_id=138133</a>								

CREATIS-INSA-LYON										
		Previous period				Reporting period				
Service target		2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	85%	99,96%	99,59%	99,97%	99,42%	100,00%	83,33%	100,00%	89,83%	98,36%
Reliability	90%	99,96%	100,00%	99,97%	99,42%	100,00%	83,33%	100,00%	89,83%	98,36%
Explanation	2018-07	CREAM-CE not responding								
	2018-09	CREAM-CE not responding								

GARR-01-DIR										
		Previous period				Reporting period				
Service target		2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	85%	90,97%	100,00%	100,00%	93,59%	100,00%	100,00%	100,00%	91,34%	96,40%
Reliability	90%	90,97%	100,00%	100,00%	93,59%	100,00%	100,00%	100,00%	91,34%	96,40%
Explanation										

IN2P3-IRES										
		Previous period				Reporting period				
Service target		2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	85%	73,99%	99,69%	97,30%	95,39%	98,00%	100,00%	99,72%	100,00%	100,00%
Reliability	90%	83,72%	99,69%	97,30%	97,68%	98,00%	100,00%	100,00%	100,00%	100,00%
Explanation	2018-02	Scheduled downtime for upgrading the cloud infrastructure								

INFN-BARI										
		Previous period				Reporting period				
Service target		2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	85%	98,00%	96,98%	97,67%	97,41%	97,49%	91,00%	96,39%	86,00%	97,96%
Reliability	90%	98,00%	96,98%	97,67%	97,41%	97,49%	91,00%	96,39%	86,00%	97,96%
Explanation	2018-09	authentication issues on the SRM service								

INFN-CATANIA										
		Previous period				Reporting period				
Service target		2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10

Availability	85%	91,43%	78,34%	100,00%	99,44%	93,24%	83,22%	100,00%	99,91%	96,99%
Reliability	90%	91,43%	78,34%	100,00%	99,44%	93,24%	83,22%	100,00%	99,91%	96,99%

Explanation 2018-07 problems with registering files on the SRM service

INFN-FERRARA		Previous period			Reporting period					
	Service target	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	85%	100,00%	99,98%	99,19%	99,56%	100,00%	96,15%	100,00%	99,98%	100,00%
Reliability	90%	100,00%	99,98%	99,19%	99,56%	100,00%	96,95%	100,00%	99,98%	100,00%
Explanation										

INFN-PISA		Previous period			Reporting period					
	Service target	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	85%	78,55%	86,87%	99,93%	99,53%	100,00%	100,00%	99,29%	100,00%	100,00%
Reliability	90%	99,06%	93,28%	99,93%	99,53%	100,00%	100,00%	99,29%	100,00%	100,00%
Explanation	2018-02	Scheduled downtime due to a planned campus power-cut								

INFN-ROMA3		Previous period			Reporting period					
	Service target	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	85%	100,00%	99,98%	99,19%	98,77%	46,76%	99,19%	99,69%	100,00%	90,04%
Reliability	90%	100,00%	99,98%	99,89%	98,77%	46,76%	99,74%	99,69%	100,00%	99,32%
Explanation	2018-06	SRM service not responding								

NCG-INGRID-PT		Previous period			Reporting period					
	Service target	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	85%	76,48%	100,00%	95,06%	99,56%	89,24%	100,00%	100,00%	100,00%	33,66%
Reliability	90%	76,48%	100,00%	95,06%	99,56%	89,24%	100,00%	100,00%	100,00%	33,66%

**Explanation**      **2018-06** authentication problems on the SRM service, certificate expired on computing elements  
**2018-10** CAs certificates not updated in time

	OBSPM	Previous period			Reporting period					
		Service target	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
<b>Availability</b>	85%	99,35%	99,99%	76,91%	99,54%	100,00%	99,94%	99,14%	100,00%	49,71%
<b>Reliability</b>	90%	99,35%	99,99%	76,91%	99,54%	100,00%	99,94%	99,14%	100,00%	49,71%

**Explanation**      **2018-10** CAs certificates not updated in time; problems with registering files on the SRM service