

Services Performance Report

shows compliance with established SLA service targets



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

Period: 2018-11 / 2019-04

Date of report: 10-5-2019

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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	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Availability	85%	73,89%	98,28%	99,18%	100,00%	98,98%	100,00%	98,59%	89,54%	99,03%
Reliability	90%	100,00%	99,96%	100,00%	100,00%	100,00%	100,00%	98,59%	91,65%	99,03%
Explanation										

CESNET-MetaCloud		Previous period			Reporting period					
	Service target	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Availability	85%	99,15%	99,84%	100,00%	92,89%	100,00%	98,63%	100,00%	99,37%	95,75%
Reliability	90%	99,83%	99,84%	100,00%	99,68%	100,00%	98,63%	100,00%	99,37%	95,75%
Explanation										

CLOUDFIN		Previous period			Reporting period					
	Service target	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Availability	85%	70,63%	79,66%	99,93%	98,66%	80,01%	86,01%	62,08%	0,00%	26,74%
Reliability	90%	70,63%	81,28%	99,93%	98,66%	80,01%	86,01%	92,72%	0,00%	26,74%

SLA Violation: A/R under the target for 5 consecutive months, from 2018-12 to 2019-04
GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=141106

CREATIS-INSA-LYON											
		Previous period				Reporting period					
Service target		2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	
Availability	85%	100,00%	89,83%	98,36%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	
Reliability	90%	100,00%	89,83%	98,36%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	
Explanation	2018-07										

GARR-01-DIR											
		Previous period				Reporting period					
Service target		2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	
Availability	85%	100,00%	91,34%	96,40%	95,00%	95,18%	100,00%	100,00%	100,00%	100,00%	
Reliability	90%	100,00%	91,34%	96,40%	95,00%	95,18%	100,00%	100,00%	100,00%	100,00%	
Explanation											

IN2P3-IRES											
		Previous period				Reporting period					
Service target		2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	
Availability	85%	99,72%	100,00%	100,00%	88,68%	97,90%	88,79%	99,61%	88,54%	98,42%	
Reliability	90%	100,00%	100,00%	100,00%	98,08%	99,16%	99,93%	99,92%	88,54%	99,84%	
Explanation	2019-03 OpenStack Nova not responding										

INFN-BARI											
		Previous period				Reporting period					
Service target		2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	
Availability	85%	96,39%	86,00%	97,96%	99,36%	100,00%	99,60%	72,41%	50,41%	69,77%	
Reliability	90%	96,39%	86,00%	97,96%	99,36%	100,00%	99,36%	72,41%	50,41%	69,77%	
SLA Violation:		A/R under the target 3 consecutive months, from 2019-02 to 2019-04									
GGUS ticket:		https://ggus.eu/index.php?mode=ticket_info&ticket_id=141107									

INFN-CATANIA											
		Previous period				Reporting period					
Service target		2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	
Availability	85%	100,00%	99,91%	96,99%	100,00%	100,00%	100,00%	100,00%	92,38%	100,00%	
Reliability	90%	100,00%	99,91%	96,99%	100,00%	100,00%	100,00%	100,00%	92,38%	100,00%	
Explanation											

INFN-FERRARA										
		Previous period				Reporting period				
Service target		2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Availability	85%	100,00%	99,98%	100,00%	100,00%	100,00%	100,00%	100,00%	93,58%	98,02%
Reliability	90%	100,00%	99,98%	100,00%	100,00%	100,00%	100,00%	100,00%	93,58%	98,02%
Explanation										

INFN-PISA										
		Previous period				Reporting period				
Service target		2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Availability	85%	99,29%	100,00%	100,00%	100,00%	83,19%	99,36%	100,00%	87,60%	98,55%
Reliability	90%	99,29%	100,00%	100,00%	100,00%	98,68%	99,79%	100,00%	98,33%	98,55%
Explanation	2018-12	Scheduled downtime for campus power cut								

INFN-ROMA3										
		Previous period				Reporting period				
Service target		2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Availability	85%	99,69%	100,00%	90,04%	100,00%	100,00%	100,00%	100,00%	65,83%	100,00%
Reliability	90%	99,69%	100,00%	99,32%	100,00%	100,00%	100,00%	100,00%	65,83%	100,00%
Explanation	2018-06	SRM service not responding								

NCG-INGRID-PT										
		Previous period				Reporting period				
Service target		2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Availability	85%	100,00%	100,00%	33,66%	99,86%	92,01%	100,00%	89,79%	94,81%	98,71%
Reliability	90%	100,00%	100,00%	33,66%	99,86%	92,01%	100,00%	89,79%	94,81%	98,71%
Explanation	2019-02	authentication problems on the SRM service.								

OBSPM										
		Previous period				Reporting period				
Service target		2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Availability	85%	99,14%	100,00%	49,71%	100,00%	100,00%	100,00%	64,55%	67,51%	39,75%
Reliability	90%	99,14%	100,00%	49,71%	100,00%	100,00%	100,00%	64,55%	67,51%	39,75%

SLA Violation: A/R under the target 3 consecutive months, from 2019-02 to 2019-04
 GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=141109