

# Services Performance Report

shows compliance with established SLA service targets



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

**Period:** 2019-05 / 2019-10

**Date of report:** 13-11-2019

**Date of next:** 05-2020

**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	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
<b>Availability</b>	85%	98,59%	89,54%	99,03%	81,15%	98,63%	80,59%	73,88%	97,70%	98,35%
<b>Reliability</b>	90%	98,59%	91,65%	99,03%	82,96%	98,63%	100,00%	100,00%	99,36%	100,00%
<b>Explanation</b>	2019-05	Cream-CE not responding								
	2019-07	Scheduled downtime for network maintenance								
	2019-08	Scheduled downtime for electric power maintenance								

CESNET-MetaCloud/CESNET-MCC		Previous period				Reporting period				
	Service target	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
<b>Availability</b>	85%	100,00%	99,37%	95,75%	99,89%	97,12%	99,58%	99,49%	95,11%	96,96%
<b>Reliability</b>	90%	100,00%	99,37%	95,75%	99,89%	97,12%	99,58%	99,96%	95,84%	96,96%
<b>Explanation</b>										

CLOUDFIN		Previous period				Reporting period				
	Service target	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
<b>Availability</b>	85%	62,08%	0,00%	26,74%	95,95%	95,02%	99,12%	99,45%	99,45%	100,00%
<b>Reliability</b>	90%	92,72%	0,00%	26,74%	95,95%	95,02%	99,12%	99,45%	99,45%	100,00%
<b>Explanation</b>										

CREATIS-INSA-LYON		Previous period			Reporting period					
	Service target	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
Availability	85%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
Reliability	90%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
Explanation	2018-07									

GARR-01-DIR		Previous period			Reporting period					
	Service target	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
Availability	85%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	99,20%
Reliability	90%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	99,20%
Explanation										

IN2P3-IRES		Previous period			Reporting period					
	Service target	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
Availability	85%	99,61%	88,54%	98,42%	99,55%	99,39%	95,03%	96,39%	99,57%	100,00%
Reliability	90%	99,92%	88,54%	99,84%	99,55%	100,00%	100,00%	99,67%	99,57%	100,00%
Explanation										

INFN-BARI		Previous period			Reporting period					
	Service target	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
Availability	85%	72,41%	50,41%	69,77%	93,83%	94,58%	89,63%	99,38%	63,57%	67,94%
Reliability	90%	72,41%	50,41%	69,77%	93,83%	94,58%	89,63%	99,38%	63,57%	67,94%
Explanation	2019-07	SRM failures								
	2019-09	SRM failures								
	2019-10	SRM failures								

INFN-CATANIA		Previous period			Reporting period					
	Service target	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
Availability	85%	100,00%	92,38%	100,00%	100,00%	87,76%	72,38%	34,05%	100,00%	99,75%
Reliability	90%	100,00%	92,38%	100,00%	100,00%	87,76%	72,38%	34,05%	100,00%	99,75%

A/R under the targets for 3 consecutive months, from 2019-06 to 2019-08

GGUS ticket [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=144047](https://ggus.eu/index.php?mode=ticket_info&ticket_id=144047)

INFN-FERRARA		Previous period			Reporting period					
	Service target	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
Availability	85%	100,00%	93,58%	98,02%	100,00%	100,00%	100,00%	98,91%	100,00%	100,00%
Reliability	90%	100,00%	93,58%	98,02%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
Explanation										

INFN-PISA		Previous period			Reporting period					
	Service target	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
Availability	85%	100,00%	87,60%	98,55%	93,12%	100,00%	87,93%	97,49%	93,63%	100,00%
Reliability	90%	100,00%	98,33%	98,55%	99,56%	100,00%	87,93%	97,49%	93,63%	100,00%
Explanation	2019-07	Services not responding								

INFN-ROMA3		Previous period			Reporting period					
	Service target	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
Availability	85%	100,00%	65,83%	100,00%	96,90%	90,50%	69,79%	99,83%	86,83%	97,63%
Reliability	90%	100,00%	65,83%	100,00%	96,90%	90,50%	70,25%	99,83%	86,83%	97,63%
Explanation	2019-07	SRM service not responding								
	2019-09	SRM service not responding								

NCG-INGRID-PT		Previous period			Reporting period					
	Service target	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
Availability	85%	89,79%	94,81%	98,71%	93,58%	98,14%	98,79%	100,00%	89,12%	74,99%
Reliability	90%	89,79%	94,81%	98,71%	93,58%	98,14%	98,79%	100,00%	89,12%	74,99%
Explanation	2019-09	SRM service failures								
	2019-10	SRM service failures								

OBSPM		Previous period			Reporting period					
	Service target	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
Availability	85%	64,55%	67,51%	39,75%	89,26%	88,27%	99,75%	100,00%	100,00%	89,67%
Reliability	90%	64,55%	67,51%	39,75%	89,26%	88,27%	99,75%	100,00%	100,00%	89,67%

**SLA Violation:** A/R under the target 5 consecutive months, from 2019-02 to 2019-06. In the previous reporting period it was opened the following ticket:  
[https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=141109](https://ggus.eu/index.php?mode=ticket_info&ticket_id=141109)

**Explanation:** A problem with tomcat made the CREAM-CE unresponsive, as explained in the ticket:  
[https://ggus.eu/?mode=ticket\\_info&ticket\\_id=140742](https://ggus.eu/?mode=ticket_info&ticket_id=140742) and it was solved in June. In October there were some authentication issues.