

Services Performance Report

shows compliance with established SLA service targets



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Service: High-Throughput Compute and File Storage; Cloud compute
Period: 2019-11 / 2020-04
Date of report: 12-5-2020
Date of next: 2020-11

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	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Availability	85%	73,88%	97,70%	98,35%	88,83%	100,00%	100,00%	100,00%	99,98%	97,27%
Reliability	90%	100,00%	99,36%	100,00%	88,83%	100,00%	100,00%	100,00%	99,98%	97,27%

Explanation 2019-11 webdav failures

CESNET-MetaCloud/CESNET-MCC		Previous period			Reporting period					
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Availability	85%	99,49%	95,11%	96,96%	95,14%	98,25%	96,93%	92,72%	95,63%	99,84%
Reliability	90%	99,96%	95,84%	96,96%	95,14%	98,25%	96,93%	92,72%	95,63%	99,84%

Explanation

CLOUDFIN		Previous period			Reporting period					
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Availability	85%	99,45%	99,45%	100,00%	100,00%	96,70%	99,14%	100,00%	99,87%	97,14%
Reliability	90%	99,45%	99,45%	100,00%	100,00%	96,70%	99,14%	100,00%	99,87%	97,14%

Explanation

CREATIS-INSA-LYON		Previous period			Reporting period					
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Availability	85%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	60,34%	99,97%	100,00%
Reliability	90%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	60,34%	99,97%	100,00%

Explanation 2020-02 IGTF package not updated in time

GARR-01-DIR		Previous period					Reporting period				
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	
Availability	85%	100,00%	100,00%	99,20%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	
Reliability	90%	100,00%	100,00%	99,20%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	

Explanation A/R under the targets for 6 consecutive months, from 2019-11 to 2020-04
 GGUS ticket https://ggus.eu/index.php?mode=ticket_info&ticket_id=143160
 problems in upgrading the DPM server to the new version

IN2P3-IRES		Previous period					Reporting period				
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	
Availability	85%	96,39%	99,57%	100,00%	100,00%	93,34%	99,44%	99,54%	99,80%	95,83%	
Reliability	90%	99,67%	99,57%	100,00%	100,00%	93,60%	99,44%	99,54%	99,80%	95,83%	

Explanation

INFN-BARI		Previous period					Reporting period				
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	
Availability	85%	99,38%	63,57%	67,94%	88,94%	69,67%	60,50%	81,80%	67,12%	79,37%	
Reliability	90%	99,38%	63,57%	67,94%	88,94%	69,67%	60,50%	81,80%	67,12%	79,37%	

Explanation A/R under the targets for 8 consecutive months, from 2019-09 to 2020-04
 GGUS ticket https://ggus.eu/index.php?mode=ticket_info&ticket_id=145815
 recurring problems with the gridftp servers

INFN-CATANIA		Previous period					Reporting period				
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	
Availability	85%	34,05%	100,00%	99,75%	99,05%	99,75%	99,62%	94,02%	78,39%	67,35%	
Reliability	90%	34,05%	100,00%	99,75%	99,05%	99,75%	99,62%	94,02%	98,67%	100,00%	

2020-03
 2020-04 Scheduled downtime for site maintenance

INFN-FERRARA		Previous period				Reporting period				
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Availability	85%	98,91%	100,00%	100,00%	100,00%	99,30%	99,20%	99,68%	98,81%	98,47%
Reliability	90%	100,00%	100,00%	100,00%	100,00%	99,30%	99,20%	99,68%	99,90%	98,47%
Explanation										

INFN-PISA		Previous period				Reporting period				
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Availability	85%	97,49%	93,63%	100,00%	99,85%	100,00%	99,56%	99,64%	100,00%	96,62%
Reliability	90%	97,49%	93,63%	100,00%	99,85%	100,00%	99,56%	99,64%	100,00%	96,62%
Explanation	2019-07	Services not responding								

INFN-ROMA3		Previous period				Reporting period				
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Availability	85%	99,83%	86,83%	97,63%	92,99%	93,46%	94,11%	82,73%	99,24%	99,75%
Reliability	90%	99,83%	86,83%	97,63%	92,99%	94,04%	94,11%	82,73%	99,24%	99,75%
Explanation	2020-02	IGTF package not updated in time								

NCG-INGRID-PT		Previous period				Reporting period				
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Availability	85%	100,00%	89,12%	74,99%	58,00%	92,97%	100,00%	86,92%	97,49%	100,00%
Reliability	90%	100,00%	89,12%	74,99%	58,00%	92,97%	100,00%	86,92%	97,49%	100,00%
Explanation	A/R under the targets for 3 consecutive months, from 2019-09 to 2019-11									
	GGUS ticket	https://ggus.eu/index.php?mode=ticket_info&ticket_id=146939								
	2020-02	webdav failures								

OBSPM		Previous period				Reporting period				
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Availability	85%	100,00%	100,00%	89,67%	69,11%	100,00%	99,70%	98,42%	98,66%	75,36%
Reliability	90%	100,00%	100,00%	89,67%	96,6%	100,00%	99,70%	98,42%	98,66%	75,36%
Explanation	2019-11	Scheduled downtime								
	2020-02	Disk full on the computing element								

