

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: 2020-05 - 2020-10

Date of report: 18-11-2020

Date of next report: 2021-05

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		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
previous reporting period	2020-02	100,00%	100,00%
	2020-03	99,98%	99,98%
	2020-04	97,27%	97,27%
current reporting period	2020-05	91,78%	99,84%
	2020-06	98,69%	98,69%
	2020-07	100,00%	100,00%
	2020-08	59,62%	69,98%
	2020-09	100,00%	100,00%
	2020-10	97,01%	99,02%
Explanation			
2020-08		Jobs submission failures	

CESNET-MCC	Cloud Compute	
	Availability	Reliability

targets		85%	90%
previous reporting period	2020-02	92,72%	92,72%
	2020-03	95,63%	95,63%
	2020-04	99,84%	99,84%
current reporting period	2020-05	97,00%	97,00%
	2020-06	100,00%	100,00%
	2020-07	98,69%	99,23%
	2020-08	100,00%	100,00%
	2020-09	99,77%	99,77%
	2020-10	99,19%	99,19%

CLOUDIFIN		Cloud Compute	
		Availability	Reliability
targets		85%	90%
previous reporting period	2020-02	100,00%	100,00%
	2020-03	99,87%	99,87%
	2020-04	97,14%	97,14%
current reporting period	2020-05	98,30%	98,30%
	2020-06	85,85%	85,85%
	2020-07	87,54%	87,54%
	2020-08	100,00%	100,00%
	2020-09	99,81%	99,81%
	2020-10	99,89%	99,89%

SLA Violation

A/R under the targets for 2 consecutive months, from 2020-06 to 2020-07

2020-06	failures with creation of the testing VMs
2020-07	authentication failures

CREATIS-INSA-LYON		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-02	60,34%	60,34%
	2020-03	99,97%	99,97%
	2020-04	100,00%	100,00%
current reporting period	2020-05	100,00%	100,00%
	2020-06	100,00%	100,00%
	2020-07	100,00%	100,00%
	2020-08	59,22%	59,22%
	2020-09	74,29%	74,29%
	2020-10	99,87%	99,87%

SLA Violation

A/R under the targets for 2 consecutive months, from 2020-08 to 2020-09

Explanation	IGTF package not updated in time
--------------------	----------------------------------

GARR-01-DIR		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-02	0,00%	0,00%
	2020-03	0,00%	0,00%
	2020-04	0,00%	0,00%
current reporting period	2020-05	63,18%	63,18%
	2020-06	99,95%	99,95%
	2020-07	99,97%	99,97%
	2020-08	100,00%	100,00%
	2020-09	95,12%	95,12%
	2020-10	79,03%	79,03%

Explanation	
2020-05	the problem due to DPM upgrade which affected the performance during last report was solved at the beginning of this month
2020-10	CREAM-CE host certificate expired

IN2P3-IRES		High-Throughput Compute, File Storage, Cloud compute	
		Availability	Reliability
targets		85%	90%
previous reporting period	2020-02	96,39%	96,39%
	2020-03	99,57%	99,57%
	2020-04	100,00%	100,00%
current reporting period	2020-05	97,49%	97,49%
	2020-06	99,66%	99,66%
	2020-07	97,24%	97,24%
	2020-08	91,55%	99,89%
	2020-09	100,00%	100,00%
	2020-10	98,38%	98,38%

INFN-BARI		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
previous reporting period	2020-02	81,80%	81,80%
	2020-03	67,12%	67,12%
	2020-04	79,37%	79,37%

current reporting period	2020-05	85,06%	85,06%
	2020-06	99,81%	99,81%
	2020-07	95,53%	95,53%
	2020-08	99,19%	99,19%
	2020-09	91,60%	91,60%
	2020-10	98,37%	98,37%

Explanation

2020-05 the recurring failures with grftp servers which affected the performance during last report was solved at the beginning of this month

INFN-CATANIA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
previous reporting period	2020-02	94,02%	94,02%
	2020-03	78,39%	98,67%
	2020-04	67,35%	100,00%
current reporting period	2020-05	99,22%	99,22%
	2020-06	98,38%	98,38%
	2020-07	0,00%	0,00%
	2020-08	0,30%	0,30%
	2020-09	0,00%	0,00%
	2020-10	0,00%	0,00%

SLA Violation

A/R under the targets for 4 consecutive months, from 2020-07 to 2020-10
GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=149509

INFN-FERRARA	High-Throughput Compute and File Storage
--------------	--

		Availability	Reliability
targets		85%	90%
preious reporting period	2020-02	99,68%	99,68%
	2020-03	98,81%	99,90%
	2020-04	98,47%	98,47%
current reporting period	2020-05	99,99%	99,99%
	2020-06	99,99%	99,99%
	2020-07	100,00%	100,00%
	2020-08	99,60%	99,60%
	2020-09	100,00%	100,00%
	2020-10	100,00%	100,00%

INFN-PISA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-02	99,64%	99,64%
	2020-03	100,00%	100,00%
	2020-04	96,62%	96,62%
current reporting period	2020-05	100,00%	100,00%
	2020-06	72,31%	85,78%
	2020-07	98,58%	98,58%
	2020-08	99,84%	99,84%
	2020-09	86,64%	96,23%
	2020-10	100,00%	100,00%
Explanation			
2020-06	powercut in campus area		

INFN-ROMA3		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
previous reporting period	2020-02	82,73%	82,73%
	2020-03	99,24%	99,24%
	2020-04	99,75%	99,75%
current reporting period	2020-05	97,95%	97,95%
	2020-06	99,66%	99,66%
	2020-07	99,60%	99,60%
	2020-08	83,06%	83,06%
	2020-09	100,00%	100,00%
	2020-10	99,51%	99,51%
Explanation			
2020-08	IGTF package not updated in time		

NCG-INGRID-PT		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
previous reporting period	2020-02	86,92%	86,92%
	2020-03	97,49%	97,49%
	2020-04	100,00%	100,00%
current reporting period	2020-05	97,68%	97,68%
	2020-06	99,99%	99,99%
	2020-07	98,70%	98,70%
	2020-08	99,26%	99,26%

	2020-09	73,89%	73,89%
	2020-10	100,00%	100,00%
Explanation			
2020-09	webdav failures		

OBSPM		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-02	98,42%	98,42%
	2020-03	98,66%	98,66%
	2020-04	75,36%	75,36%
current reporting period	2020-05	99,25%	99,25%
	2020-06	99,93%	99,93%
	2020-07	99,90%	99,90%
	2020-08	56,28%	56,28%
	2020-09	47,05%	47,05%
	2020-10	99,88%	99,88%
SLA Violation			
A/R under the targets for 2 consecutive months, from 2020-08 to 2020-09			
Explanation	IGTF package not updated in time		

RECAS-BARI		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-02	91,08%	91,08%
	2020-03	100,00%	100,00%
	2020-04	99,98%	99,98%

current reporting period	2020-05	98,08%	98,08%
	2020-06	92,34%	92,34%
	2020-07	99,60%	99,60%
	2020-08	100,00%	100,00%
	2020-09	100,00%	100,00%
	2020-10	100,00%	100,00%