Services Performance Report

shows compliance with established SLA service targets

Legend

Underperforming
On Target

BEIJING-LCG2		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-08	59.62%	69.98%
	2020-09	100.00%	100.00%
	2020-10	97.01%	99.02%
	2020-11	99.00%	99.00%
	2020-12	94.75%	100.00%
current reporting period	2021-01	100.00%	100.00%
	2021-02	99.53%	99.53%
	2021-03	100.00%	100.00%
	2021-04	95.51%	97.14%

CESNET-MCC	Cloud Compute	
	Availability	Reliability
targets	85%	90%

preious reporting period	2020-08	100.00%	100.00%
	2020-09	99.77%	99.77%
	2020-10	99.19%	99.19%
current reporting period	2020-11	98.72%	98.72%
	2020-12	89.77%	89.77%
	2021-01	94.61%	94.61%
	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	98.02%	98.44%
Explanation			
2020-12	issues with Nova when creating the testing VMs		

CLOUDIFIN		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-08	100.00%	100.00%
	2020-09	99.81%	99.81%
	2020-10	99.89%	99.89%
current reporting period	2020-11	100.00%	100.00%
	2020-12	100.00%	100.00%
	2021-01	100.00%	100.00%
	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	66.97%	66.97%
Explanation			
2021-04	authentication failures		

CREATIS-INSA-LYON		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-08	59.22%	59.22%
	2020-09	74.29%	74.29%
	2020-10	99.87%	99.87%
current reporting period	2020-11	100.00%	100.00%
	2020-12	60.00%	100.00%
	2021-01	n.a.	n.a.
	2021-02	n.a.	n.a.
	2021-03	85.29%	90.64%
	2021-04	12.37%	12.37%

Explanation	
2020-12	Decommissioning the CREAM-CE endpoint
2021-04	tests were failing because the ARC-CE endpoint information wasn't properly published in the BDII

GARR-01-DIR		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-08	100.00%	100.00%
	2020-09	95.12%	95.12%
	2020-10	79.03%	79.03%
current reporting period	2020-11	0.00%	0.00%
	2020-12	3.23%	3.23%

SLA Violation
A/R under the targets for 3 consecutive months, from 2020-10 to 2020-12

Explanation	CREAM-CE host certificate expired. The endpoint was then decommissioned.

GRIF

		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
current reporting period	2021-01	100.00%	100.00%
	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	100.00%	100.00%

IN2P3-CPPM

		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period			

current reporting period	2021-01	100.00%	100.00%
	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	100.00%	100.00%

IN2P3-IRES		High-Throughput Compute, File Storage, Cloud compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-08	91.55%	99.89%
	2020-09	100.00%	100.00%
	2020-10	98.38%	98.38%
current reporting period	2020-11	99.41%	99.41%
	2020-12	99.08%	99.08%
	2021-01	96.79%	96.79%
	2021-02	97.12%	99.19%
	2021-03	99.84%	99.84%
	2021-04	96.48%	96.93%

INFN-BARI		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting	2020-08	99.19%	99.19%
	2020-09	91.60%	91.60%

period	2020-10	98.37%	98.37%
	2020-11	97.94%	97.94%
	2020-12	88.74%	88.74%
current reporting period	2021-01	86.11%	86.11%
	2021-02	7.13%	7.13%
	2021-03	58.26%	58.26%
	2021-04	63.08%	63.08%

SLA Violation

A/R under the targets for 5 consecutive months, from 2020-12 to 2021-04

Several issues occurred: a firewall was blocking the check of the SRM host certificate; SRM failures due to authentication issues; SRM failures due to missing information in the BDII; job submission failures due to authentication issues.

INFN-CATANIA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-08	0.30%	0.30%
	2020-09	0.00%	0.00%
	2020-10	0.00%	0.00%
current reporting period	2020-11	0.00%	0.00%
	2020-12	13.17%	13.17%
	2021-01	70.86%	70.86%
	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	100.00%	100.00%

SLA Violation

A/R under the targets for 3 consecutive months, from 2020-11 to 2021-01

GGUS tickets: https://ggus.eu/index.php?mode=ticket_info&ticket_id=149509
https://ggus.eu/index.php?mode=ticket_info&ticket_id=148957

After the SRM upgrade, the information about the storage area is missing from the BDII causing the failure of the monitoring probe because the storage area to write to could not be discovered. The SRM service was then decommissioned.

INFN-FERRARA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-08	99.60%	99.60%
	2020-09	100.00%	100.00%
	2020-10	100.00%	100.00%
current reporting period	2020-11	99.72%	99.72%
	2020-12	96.63%	96.63%
	2021-01	97.15%	97.15%
	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	100.00%	100.00%

INFN-PISA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-08	99.84%	99.84%
	2020-09	86.64%	96.23%
	2020-10	100.00%	100.00%
	2020-11	99.44%	99.44%

current reporting period			
	2020-12	43.82%	43.82%
	2021-01	0.00%	0.00%
	2021-02	0.00%	0.00%
	2021-03	0.00%	0.00%
	2021-04	0.00%	0.00%

SLA Violation

A/R under the targets for 5 consecutive months, from 2020-12 to 2021-04

GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=150818

SRM and job submssion failures

INFN-ROMA3		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-08	83.06%	83.06%
	2020-09	100.00%	100.00%
	2020-10	99.51%	99.51%
current reporting period	2020-11	11.74%	11.74%
	2020-12	30.38%	30.38%
	2021-01	95.70%	95.70%
	2021-02	7.17%	7.17%
	2021-03	66.24%	66.24%
	2021-04	16.71%	16.93%

SLA Violation

A/R under the targets for 5 months in the reporting period

GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=151844

Failures occurred during migration from CREAM-CE to HTCondorCE, and with migration to CentOS7; SRM configuration issues which then have been fixed.

NCG-INGRID-PT	High-Throughput Compute

		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-08	99.26%	99.26%
	2020-09	73.89%	73.89%
	2020-10	100.00%	100.00%
current reporting period	2020-11	95.91%	95.91%
	2020-12	51.00%	51.91%
	2021-01	90.65%	90.65%
	2021-02	71.38%	71.38%
	2021-03	92.55%	94.43%
	2021-04	94.20%	94.20%

Explanation	
2020-12, 2021-02	SRM failures

OBSPM		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-08	56.28%	56.28%
	2020-09	47.05%	47.05%
	2020-10	99.88%	99.88%
current reporting period	2020-11	100.00%	100.00%
	2020-12	98.01%	98.01%
	2021-01	100.00%	100.00%
	2021-02	100.00%	100.00%
	2021-03	96.20%	96.20%
	2021-04	100.00%	100.00%