

Services Performance Report

shows compliance with established SLA service targets



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

Period: 2021-05 - 2021-10

Date of report: 26/11/2021

Date of next report: 2022-05

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	2021-02	99.53%	99.53%
	2021-03	100.00%	100.00%
	2021-04	95.51%	97.14%
current reporting period	2021-05	100.00%	100.00%
	2021-06	99.71%	100.00%
	2021-07	94.22%	96.23%
	2021-08	95.41%	100.00%
	2021-09	98.51%	99.63%
	2021-10	99.78%	99.78%

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

preious reporting period	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	98.02%	98.44%
current reporting period	2021-05	99.87%	99.87%
	2021-06	89.27%	89.27%
	2021-07	99.83%	99.83%
	2021-08	100.00%	100.00%
	2021-09	100.00%	100.00%
	2021-10	98.97%	99.99%
Explanation			
2021-06	issues with Nova when creating the testing VMs		

CLOUDIFIN		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	66.97%	66.97%
current reporting period	2021-05	58.71%	58.71%
	2021-06	57.92%	57.92%
	2021-07	93.07%	93.07%
	2021-08	74.70%	74.70%
	2021-09	97.40%	97.40%
	2021-10	99.99%	99.99%

SLA Violation

A/R under the targets for 3 consecutive months, from 2021-04 to 2021-06

As reported in the GGUS ticket https://ggus.eu/index.php?mode=ticket_info&ticket_id=152839 there were problems with Keystone and Nova which didn't affect the users

2021-04	authentication failures
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CREATIS-INSA-LYON		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-02	n.a.	n.a.
	2021-03	85.29%	90.64%
	2021-04	12.37%	12.37%
current reporting period	2021-05	100.00%	100.00%
	2021-06	100.00%	100.00%
	2021-07	100.00%	100.00%
	2021-08	39.82%	39.82%
	2021-09	100.00%	100.00%
	2021-10	100.00%	100.00%
Explanation			
2021-08		tests were failing because the ARC-CE endpoint information wasn't properly published in the BDII	

GRIF		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	100.00%	100.00%
current reporting period	2021-05	96.52%	96.52%
	2021-06	100.00%	100.00%
	2021-07	100.00%	100.00%
	2021-08	99.81%	99.81%
	2021-09	100.00%	100.00%

	2021-10	100.00%	100.00%

IN2P3-CPPM		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	100.00%	100.00%
current reporting period	2021-05	95.69%	95.69%
	2021-06	99.40%	99.40%
	2021-07	94.31%	94.31%
	2021-08	96.50%	96.50%
	2021-09	100.00%	100.00%
	2021-10	95.98%	95.98%

IN2P3-IRES		High-Throughput Compute, File Storage, Cloud compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-02	97.12%	99.19%
	2021-03	99.84%	99.84%
	2021-04	96.48%	96.93%
	2021-05	95.12%	95.12%

current reporting period	2021-06	97.78%	97.96%
	2021-07	90.68%	98.34%
	2021-08	99.86%	99.86%
	2021-09	98.90%	98.90%
	2021-10	96.16%	96.16%

INFN-BARI		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-02	7.13%	7.13%
	2021-03	58.26%	58.26%
	2021-04	63.08%	63.08%
current reporting period	2021-05	96.61%	96.61%
	2021-06	94.87%	94.87%
	2021-07	99.86%	99.86%
	2021-08	99.66%	99.66%
	2021-09	100.00%	100.00%
	2021-10	98.71%	98.71%

INFN-CATANIA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%

period	2021-04	100.00%	100.00%
current reporting period	2021-05	100.00%	100.00%
	2021-06	100.00%	100.00%
	2021-07	98.50%	98.50%
	2021-08	100.00%	100.00%
	2021-09	100.00%	100.00%
	2021-10	93.55%	93.55%

INFN-FERRARA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
previous reporting period	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	100.00%	100.00%
current reporting period	2021-05	96.42%	96.42%
	2021-06	99.36%	99.36%
	2021-07	98.60%	100.00%
	2021-08	100.00%	100.00%
	2021-09	100.00%	100.00%
	2021-10	100.00%	100.00%

INFN-PISA		High-Throughput Compute and File Storage	
		Availability	Reliability

targets		85%	90%
previous reporting period	2021-02	0.00%	0.00%
	2021-03	0.00%	0.00%
	2021-04	0.00%	0.00%
current reporting period	2021-05	71.89%	71.89%
	2021-06	72.63%	72.63%
	2021-07	100.00%	100.00%
	2021-08	90.36%	90.36%
	2021-09	100.00%	100.00%
	2021-10	100.00%	100.00%

SLA Violation

A/R under the targets for 2 consecutive months in the reporting period, from 2021-05 to 2021-06

In this report we included the figures only for the HTC service, which suffered of some jobs submission failures. The SRM statistics are affected by a configuration issue that makes only the tests to fail (see the ticket mentioned below).

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

INFN-ROMA3		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
previous reporting period	2021-02	7.17%	7.17%
	2021-03	66.24%	66.24%
	2021-04	16.71%	16.93%
current reporting period	2021-05	90.26%	90.26%
	2021-06	99.10%	99.10%
	2021-07	97.69%	97.69%
	2021-08	99.62%	99.62%

	2021-09	97.67%	97.67%
	2021-10	97.48%	97.48%

NCG-INGRID-PT		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-02	71.38%	71.38%
	2021-03	92.55%	94.43%
	2021-04	94.20%	94.20%
current reporting period	2021-05	89.16%	90.22%
	2021-06	79.39%	79.39%
	2021-07	88.07%	90.85%
	2021-08	91.25%	91.25%
	2021-09	66.30%	66.30%
	2021-10	71.80%	71.80%

SLA Violation

A/R under the targets for 2 consecutive months, from 2021-09 to 2021-10

The failures occurred in September and October with the webdav service endpoint affected only the monitoring VO and have been fixed. In June there were generic SRM failures due to authentication issues.

OBSPM		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting	2021-02	100.00%	100.00%
	2021-03	96.20%	96.20%

period	2021-04	100.00%	100.00%
current reporting period	2021-05	95.92%	95.92%
	2021-06	100.00%	100.00%