Services Performance Report

shows compliance with established SLA service targets

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

Period: 2022-05 - 2022-10

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Date of next report 2023-05

Documentation: https://confluence.egi.eu/display/EGISLM/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%
preious reporting period	2022-02	100.00%	100.00%
	2022-03	97.69%	100.00%
	2022-04	99.69%	100.00%
current reporting period	2022-05	99.45%	100.00%
	2022-06	100.00%	100.00%
	2022-07	97.91%	100.00%
	2022-08	100.00%	100.00%
	2022-09	98.15%	99.67%
	2022-10	99.46%	99.46%

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

		Availability	Reliability
preious reporting period	2022-02	99.50%	99.50%
	2022-03	99.38%	99.66%
	2022-04	98.16%	98.16%
current reporting period	2022-05	98.95%	98.95%
	2022-06	100.00%	100.00%
	2022-07	95.61%	95.61%
	2022-08	100.00%	100.00%
	2022-09	100.00%	100.00%
	2022-10	99.44%	99.44%

CLOUDIFIN		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-02	99.42%	99.42%
	2022-03	99.84%	99.84%
	2022-04	100.00%	100.00%
current reporting period	2022-05	98.39%	98.39%
	2022-06	99.86%	99.86%
	2022-07	86.94%	86.94%
	2022-08	99.38%	99.38%
	2022-09	99.99%	99.99%
	2022-10	100.00%	100.00%
Explanation 2022-07	authentication failures		

CREATIS-INSA-LYON	High-Throughput Compute

		Availability	Reliability
targets		85%	90%
preious reporting period	2022-02	100.00%	100.00%
	2022-03	100.00%	100.00%
	2022-04	100.00%	100.00%
current reporting period	2022-05	100.00%	100.00%
	2022-06	99.51%	99.51%
	2022-07	78.51%	78.51%
	2022-08	31.07%	31.07%
	2022-09	100.00%	100.00%
	2022-10	50.56%	50.56%

SLA Violation
A/R under the targets for 2 consecutive months, 2022-07 2022-08

Explanation	job submission failures

GRIF		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
	2022-02	100.00%	100.00%
	2022-03	100.00%	100.00%
	2022-04	99.38%	99.38%
current reporting period	2022-05	94.35%	94.35%
	2022-06	94.71%	94.71%
	2022-07	98.75%	99.69%
	2022-08	99.71%	99.71%
	2022-09	100.00%	100.00%
	2022-10	97.24%	97.24%

IN2P3-CPPM		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-02	100.00%	100.00%
	2022-03	97.72%	100.00%
	2022-04	100.00%	100.00%
current reporting period	2022-05	100.00%	100.00%
	2022-06	99.93%	99.93%
	2022-07	100.00%	100.00%
	2022-08	99.80%	99.80%
	2022-09	100.00%	100.00%
	2022-10	100.00%	100.00%

IN2P3-IRES		High-Throughput Compute, File Storage, Cloud compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-02	99.40%	99.86%
	2022-03	99.52%	99.52%
	2022-04	93.64%	93.64%
current reporting period	2022-05	94.77%	96.33%
	2022-06	99.90%	99.90%
	2022-07	100.00%	100.00%
	2022-08	99.44%	99.85%

		Availability	Reliability
	2022-09	98.02%	98.02%
	2022-10	99.29%	99.29%

INFN-BARI		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-02	100.00%	100.00%
	2022-03	91.88%	91.88%
	2022-04	83.97%	83.97%
current reporting period	2022-05	86.32%	86.32%
	2022-06	87.05%	87.05%
	2022-07	82.96%	82.96%
	2022-08	100.00%	100.00%
	2022-09	98.96%	98.96%
	2022-10	100.00%	100.00%
SLA Violation			
A/R under the targets for 4 consecutive months, from 2022-04 to 2022-07			
Explanation	authentication issues on the storage service		

INFN-CATANIA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting	2022-02	21.37%	21.37%
	2022-03	88.90%	88.90%

period	2022-04	100.00%	100.00%
current reporting period	2022-05	59.35%	59.35%
	2022-06	98.27%	98.27%
	2022-07	100.00%	100.00%
	2022-08	100.00%	100.00%
	2022-09	98.89%	98.89%
	2022-10	99.83%	99.83%
Explanation 2022-05	Job submission failures		

INFN-FERRARA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-02	100.00%	100.00%
	2022-03	99.93%	99.93%
	2022-04	99.78%	99.78%
current reporting period	2022-05	99.68%	99.68%
	2022-06	100.00%	100.00%
	2022-07	99.77%	99.77%
	2022-08	100.00%	100.00%
	2022-09	82.73%	82.73%
	2022-10	100.00%	100.00%
Explanation 2022-09	Job submission failures		

INFN-PISA	High-Throughput Compute

		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-02	67.91%	67.91%
	2022-03	84.51%	84.51%
	2022-04	96.03%	96.03%
current reporting period	2022-05	97.55%	97.55%
	2022-06	91.07%	91.07%
	2022-07	91.21%	91.21%
	2022-08	88.65%	88.65%
	2022-09	33.71%	47.78%
	2022-10	0.00%	0.00%
SLA Violation			
A/R under the targets for 3 consecutive months from 2022-08 to 2022-10			
Explanation	Scheduled downtime for upgrading the cooling system		

INFN-ROMA3		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-02	89.07%	89.07%
	2022-03	94.48%	94.48%
	2022-04	89.46%	89.46%
current reporting period	2022-05	20.89%	20.89%
	2022-06	99.56%	99.56%
	2022-07	94.10%	94.10%
	2022-08	94.67%	94.67%
	2022-09	99.45%	99.45%
	2022-10	89.27%	89.27%
SLA Violation			

A/R under the targets for 2 consecutive months 2022-04 2022-05		
Explanation	configuration issues on the storage element	

NCG-INGRID-PT		**High-Throughput Compute and File Storage**	
		Availability	**Reliability**
targets		**85%**	**90%**
preious reporting period	**2022-02**	99.96%	99.96%
	2022-03	100.00%	100.00%
	2022-04	97.02%	97.02%
current reporting period	**2022-05**	95.15%	100.00%
	2022-06	99.85%	99.85%
	2022-07	92.06%	92.06%
	2022-08	100.00%	100.00%
	2022-09	95.28%	100.00%
	2022-10	82.08%	83.64%
Explanation 2022-10	SRM failures		