Services Performance Report

shows compliance with established SLA service targets

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

Period: 2022-11 - 2023-04

Date of report: 26/05/2023

Date of next report 2023-11

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	2022-08	100.00%	100.00%
	2022-09	98.15%	99.67%
	2022-10	99.46%	99.46%
current reporting period	2022-11	98.75%	100.00%
	2022-12	100.00%	100.00%
	2023-01	100.00%	100.00%
	2023-02	90.97%	92.21%
	2023-03	92.82%	92.82%
	2023-04	100.00%	100.00%

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

		Availability	Reliability
preious reporting period	2022-08	100.00%	100.00%
	2022-09	100.00%	100.00%
	2022-10	99.44%	99.44%
current reporting period	2022-11	100.00%	100.00%
	2022-12	100.00%	100.00%
	2023-01	100.00%	100.00%
	2023-02	100.00%	100.00%
	2023-03	99.70%	99.70%
	2023-04	100.00%	100.00%

CLOUDIFIN		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-08	99.38%	99.38%
	2022-09	99.99%	99.99%
	2022-10	100.00%	100.00%
current reporting period	2022-11	100.00%	100.00%
	2022-12	100.00%	100.00%
	2023-01	100.00%	100.00%
	2023-02	100.00%	100.00%
	2023-03	99.89%	99.89%
	2023-04	100.00%	100.00%

CREATIS-INSA-LYON	High-Throughput Compute	
	Availability	Reliability

		85%	90%
targets		**85%**	**90%**
preious reporting period	2022-08	31.07%	31.07%
	2022-09	100.00%	100.00%
	2022-10	50.56%	50.56%
current reporting period	2022-11	100.00%	100.00%
	2022-12	100.00%	100.00%
	2023-01	100.00%	100.00%
	2023-02	99.93%	99.93%
	2023-03	99.87%	99.87%
	2023-04	100.00%	100.00%

GRIF		High-Throughput Compute	
		Availability	Reliability
targets		**85%**	**90%**
	2022-08	99.71%	99.71%
	2022-09	100.00%	100.00%
	2022-10	97.24%	97.24%
current reporting period	2022-11	98.85%	98.85%
	2022-12	98.20%	98.20%
	2023-01	97.21%	97.21%
	2023-02	100.00%	100.00%
	2023-03	98.53%	98.53%
	2023-04	99.57%	99.57%

IN2P3-CPPM		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-08	99.80%	99.80%
	2022-09	100.00%	100.00%
	2022-10	100.00%	100.00%
current reporting period	2022-11	100.00%	100.00%
	2022-12	100.00%	100.00%
	2023-01	100.00%	100.00%
	2023-02	99.97%	99.97%
	2023-03	99.88%	99.88%
	2023-04	98.47%	100.00%

IN2P3-IRES		High-Throughput Compute, File Storage, Cloud compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-08	99.44%	99.85%
	2022-09	98.02%	98.02%
	2022-10	99.29%	99.29%
current reporting period	2022-11	98.38%	98.38%
	2022-12	98.47%	98.47%
	2023-01	100.00%	100.00%
	2023-02	96.63%	98.39%
	2023-03	84.15%	84.15%
	2023-04	98.85%	98.85%

Explanation	
2023-03	IGTF version outdated

INFN-BARI		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-08	100.00%	100.00%
	2022-09	98.96%	98.96%
	2022-10	100.00%	100.00%
current reporting period	2022-11	58.11%	58.11%
	2022-12	99.15%	99.15%
	2023-01	100.00%	100.00%
	2023-02	100.00%	100.00%
	2023-03	99.59%	99.59%
	2023-04	100.00%	100.00%

Explanation	
2022-11	authentication issues on the storage service

INFN-CATANIA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-08	100.00%	100.00%
	2022-09	98.89%	98.89%
	2022-10	99.83%	99.83%
	2022-11	100.00%	100.00%

current reporting period		Availability	Reliability
	2022-12	65.74%	65.74%
	2023-01	69.50%	69.50%
	2023-02	100.00%	100.00%
	2023-03	65.83%	65.83%
	2023-04	100.00%	100.00%

SLA Violation
A/R under the targets for 2 consecutive months, 2022-12 2023-01

Explanation	Job submission failures

INFN-FERRARA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-08	100.00%	100.00%
	2022-09	82.73%	82.73%
	2022-10	100.00%	100.00%
current reporting period	2022-11	98.25%	98.25%
	2022-12	100.00%	100.00%
	2023-01	100.00%	100.00%
	2023-02	100.00%	100.00%
	2023-03	99.70%	99.70%
	2023-04	100.00%	100.00%

INFN-PISA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
	2022-08	88.65%	88.65%

preious reporting period	2022-09	33.71%	47.78%
	2022-10	0.00%	0.00%
current reporting period	2022-11	0.00%	0.00%
	2022-12	0.00%	0.00%
	2023-01	72.04%	72.04%
	2023-02	81.90%	81.90%
	2023-03	93.96%	93.96%
	2023-04	76.92%	78.44%

SLA Violation
A/R under the targets for more than 4months in the reporting period
GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=159800

Explanation	job submission failures: an error in the queue configuration prevented jobs from running.

INFN-ROMA3		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-08	94.67%	94.67%
	2022-09	99.45%	99.45%
	2022-10	89.27%	89.27%
current reporting period	2022-11	98.26%	98.26%
	2022-12	99.57%	99.57%
	2023-01	28.43%	28.43%
	2023-02	50.53%	50.53%
	2023-03	44.74%	44.74%
	2023-04	80.86%	80.86%

SLA Violation
A/R under the targets for 4 monthsin the reporting period
GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=161498

Explanation	problems configuring STORM and HTCondorCE

NCG-INGRID-PT		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2022-08	100.00%	100.00%
	2022-09	95.28%	100.00%
	2022-10	82.08%	83.64%
current reporting period	2022-11	99.70%	99.70%
	2022-12	99.31%	99.31%
	2023-01	94.78%	99.43%
	2023-02	91.75%	91.75%
	2023-03	95.33%	95.33%
	2023-04	76.51%	76.51%
Explanation 2022-10	webdav failures		