

Services Performance Report

shows compliance with established SLA service targets



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

Period: 2023-05 - 2023-10

Date of report: 14/11/2023

Date of next report: 2024-05

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%
previous reporting period	2023-02	90.97%	92.21%
	2023-03	92.82%	92.82%
	2023-04	100.00%	100.00%
current reporting period	2023-05	91.19%	97.76%
	2023-06	99.98%	99.98%
	2023-07	6.45%	6.59%
	2023-08	0.00%	0.00%
	2023-09	0.00%	0.00%
	2023-10	62.68%	62.68%

SLA Violation

A/R under the targets for 4 consecutive months, 2023-07 - 2023-10

Explanation	Migration to a new storage technology: a misconfiguration prevented the tests with the monitoring VO to succeed.
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CESNET-MCC	Cloud Compute	
	Availability	Reliability

targets		85%	90%
preious reporting period	2023-02	100.00%	100.00%
	2023-03	99.70%	99.70%
	2023-04	100.00%	100.00%
current reporting period	2023-05	100.00%	100.00%
	2023-06	98.33%	100.00%
	2023-07	100.00%	100.00%
	2023-08	99.70%	99.70%
	2023-09	97.71%	97.71%
	2023-10	100.00%	100.00%

CLOUDIFIN		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2023-02	100.00%	100.00%
	2023-03	99.89%	99.89%
	2023-04	100.00%	100.00%
current reporting period	2023-05	99.97%	99.97%
	2023-06	99.75%	99.75%
	2023-07	99.96%	99.96%
	2023-08	99.88%	99.88%
	2023-09	100.00%	100.00%
	2023-10	100.00%	100.00%

CREATIS-INSA-LYON	High-Throughput Compute
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		Availability	Reliability
targets		85%	90%
previous reporting period	2023-02	99.93%	99.93%
	2023-03	99.87%	99.87%
	2023-04	100.00%	100.00%
current reporting period	2023-05	99.93%	99.93%
	2023-06	99.87%	99.87%
	2023-07	100.00%	100.00%
	2023-08	100.00%	100.00%
	2023-09	100.00%	100.00%
	2023-10	100.00%	100.00%

GRIF		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
	2023-02	100.00%	100.00%
	2023-03	98.53%	98.53%
	2023-04	99.57%	99.57%
current reporting period	2023-05	100.00%	100.00%
	2023-06	100.00%	100.00%
	2023-07	100.00%	100.00%
	2023-08	100.00%	100.00%
	2023-09	100.00%	100.00%
	2023-10	100.00%	100.00%

IN2P3-CPPM		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
previous reporting period	2023-02	99.97%	99.97%
	2023-03	99.88%	99.88%
	2023-04	98.47%	100.00%
current reporting period	2023-05	100.00%	100.00%
	2023-06	70.20%	70.20%
	2023-07	100.00%	100.00%
	2023-08	99.97%	99.97%
	2023-09	92.98%	92.98%
	2023-10	100.00%	100.00%
Explanation			
2023-06	IGTF version outdated		

IN2P3-IRES		High-Throughput Compute, File Storage, Cloud compute	
		Availability	Reliability
targets		85%	90%
previous reporting period	2023-02	96.63%	98.39%
	2023-03	84.15%	84.15%
	2023-04	98.85%	98.85%
current reporting period	2023-05	98.71%	99.25%
	2023-06	96.70%	96.70%
	2023-07	97.50%	99.98%
	2023-08	66.45%	93.95%
	2023-09	0.00%	0.00%

	2023-10	95.64%	100.00%
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SLA Violation

A/R under the targets for 2 consecutive months, 2023-08 - 2023-09

2023-08	Power outage
2023-09	DPM server providing SRM endpoint decommissioned

INFN-BARI		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2023-02	100.00%	100.00%
	2023-03	99.59%	99.59%
	2023-04	100.00%	100.00%
current reporting period	2023-05	100.00%	100.00%
	2023-06	100.00%	100.00%
	2023-07	100.00%	100.00%
	2023-08	100.00%	100.00%
	2023-09	100.00%	100.00%
	2023-10	98.92%	98.92%
Explanation			

INFN-CATANIA		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2023-02	100.00%	100.00%
	2023-03	65.83%	65.83%
	2023-04	100.00%	100.00%

current reporting period	2023-05	100.00%	100.00%
	2023-06	91.72%	91.72%
	2023-07	79.89%	79.89%
	2023-08	0.04%	0.04%
	2023-09	3.27%	3.27%
	2023-10	92.50%	92.50%

SLA Violation

A/R under the targets for 3 consecutive months, 2023-07 2023-09

GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=163459

Explanation Job submission failures

INFN-FERRARA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
previous reporting period	2023-02	100.00%	100.00%
	2023-03	99.70%	99.70%
	2023-04	100.00%	100.00%
current reporting period	2023-05	97.76%	97.76%
	2023-06	97.09%	97.09%
	2023-07	100.00%	100.00%
	2023-08	99.62%	99.62%
	2023-09	99.87%	99.87%
	2023-10	97.54%	97.54%

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

previous reporting period	2023-02	81.90%	81.90%
	2023-03	93.96%	93.96%
	2023-04	76.92%	78.44%
current reporting period	2023-05	99.87%	99.87%
	2023-06	80.70%	80.70%
	2023-07	75.36%	75.36%
	2023-08	67.69%	73.74%
	2023-09	83.60%	83.60%
	2023-10	90.75%	90.75%

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=163214

Explanation job submission failures and webdav issues

INFN-ROMA3		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
previous reporting period	2023-02	50.53%	50.53%
	2023-03	44.74%	44.74%
	2023-04	80.86%	80.86%
current reporting period	2023-05	92.61%	92.61%
	2023-06	98.34%	98.34%
	2023-07	86.47%	86.47%
	2023-08	4.77%	4.77%
	2023-09	25.24%	25.24%
	2023-10	25.13%	25.13%

SLA Violation

A/R under the targets for 4 months in the reporting period

GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=163950

Explanation problems related to power instability

NCG-INGRID-PT		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
previous reporting period	2023-02	91.75%	91.75%
	2023-03	95.33%	95.33%
	2023-04	76.51%	76.51%
current reporting period	2023-05	88.59%	88.59%
	2023-06	98.74%	98.74%
	2023-07	74.43%	74.43%
	2023-08	89.61%	89.61%
	2023-09	96.02%	96.02%
	2023-10	94.40%	94.40%

SLA Violation
A/R under the targets for 2 consecutive months

Explanation webdav failures