

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud Compute

Period: 2017-03 / 2017-08

Date of report: 15-9-2017

Date of next report: 2017-12

Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability

Related agreements: <https://documents.egi.eu/document/2875>

Legend

Underperforming
On Target

CESGA

	Service target	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	90%	95,25%	77,13%	96,94%	93,94%	98,40%	36,38%
Reliability	95%	95,25%	77,13%	96,94%	93,94%	98,40%	36,38%

Description: April: failures in the SRM service. June: failed to update the CAs in time. Aug: an update misconfigured the OS_TPL used by the motorization system (all other OS_TPL were working good).

GoeGrid

	Service target	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	95%	71,50%	96,05%	80,64%	82,63%	90,20%	99,26%
Reliability	95%	71,50%	96,05%	80,64%	82,63%	90,20%	99,26%

Description: March: authentication failures. May: authentication failures; other problems with the SRM service not involved in this SLA. June and July: problems with the virtual network; failures in the CREAM service not involved in this SLA.

IISAS-FedCloud

	Service target	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	90%	86,01%	97,59%	99,98%	100,00%	99,86%	100,00%
Reliability	95%	88,04%	97,59%	99,98%	100,00%	99,86%	100,00%

Description: March: service not responding

RECAS-BARI

	Service target	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	90%	90,70%	69,53%	97,21%	99,76%	93,72%	99,76%
Reliability	95%	99,40%	80,23%	97,21%	99,76%	93,72%	99,76%

Description: April: general sudden powercut, services needed time for recovering. July: OCCI network issues and Site-BDII misconfiguration.

UPV-GRyCAP

	Service target	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	90%	49,25%	97,79%	88,41%	17,84%	73,00%	79,00%
Reliability	95%	61,10%	97,79%	88,41%	17,84%	73,00%	97,97%

Description: March: generic system failure. May: authentication failures. June: CAs package not updated in time. July: problems in terminating the test VMs. Aug: scheduled downtime for maintenance