

Services Performance Report

shows compliance with established SLA service targets



Audience: Pasquale Pagano

Report author: EGI SLA sla@mailman.egi.eu

Service: Cloud Compute

Period: 2016-09 / 2017-02

Date of report: 16-3-2017

Date of next report: 2017-09

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	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Availability	90%	99,89%	97,05%	93,76%	99,74%	99,58%	88,17%
Reliability	95%	99,89%	97,05%	93,76%	99,74%	99,58%	88,17%

Description: In November there were some transient authentication failures. In February there was a problem with the host certificate.

GoeGrid

	Service target	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Availability	95%	100,00%	60,75%	99,74%	100,00%	100,00%	61,72%
Reliability	95%	100,00%	60,75%	99,74%	100,00%	100,00%	61,72%

Description: October: problems in updating the CAs release. February: OCCl general failure

IISAS-FedCloud

	Service target	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Availability	90%	99,74%	31,89%	97,01%	99,82%	98,49%	97,37%
Reliability	95%	99,74%	99,16%	97,01%	99,82%	98,49%	97,37%

Description: October: scheduled downtime for software upgrade

RECAS-BARI

	Service target	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Availability	90%	96,41%	99,54%	99,84%	99,30%	91,53%	97,30%
Reliability	95%	96,41%	99,54%	99,84%	99,30%	91,53%	99,88%

Description: January: network issues, declared downtime
https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=22343

UPV-GRyCAP

	Service target	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Availability	90%	99,25%	57,29%	65,83%	72,65%	99,04%	97,31%
Reliability	95%	99,25%	57,29%	65,83%	72,65%	99,04%	97,31%

Description: October: CAs release not updated in time. November: generic authentication failures.
December: CAs release not updated in time.