

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: 2017-09 / 2018-02
Date of report: 26-3-2018
Date of next: 2018-09

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	Previous period			Reporting period						
		2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	
Availability	90%	94,05%	99,65%	36,38%	93,54%	76,51%	81,35%	90,20%	93,14%	92,67%	
Reliability	95%	94,05%	99,65%	36,38%	93,54%	76,51%	81,35%	90,20%	93,14%	92,67%	
Explanation	<p>2017-09 / 2018-02 The low performances were mainly due to a misconfiguration with the VO used for performing the tests (see https://ggus.eu/index.php?mode=ticket_info&ticket_id=132859), not affecting the other VOs.</p> <p>Besides there are some intermittent failures with the probes eu.egi.cloud.OCCI-VM and eu.egi.cloud.OCCI-Context: even if the service is working fine, the probes suddenly return a failure with no clear reason. Investigations on it together the provider are ongoing.</p> <p>SLA Violation: A/R under the target for 6 consecutive months, from 2017-09 to 2018-02</p> <p>GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=134250</p>										

	GoeGRID										
	Service target	Previous period			Reporting period						
		2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	
Availability	95%	85,08%	93,07%	100,00%	99,41%	100,00%	100,00%	81,52%	59,26%	58,58%	
Reliability	95%	85,08%	93,07%	100,00%	99,41%	100,00%	100,00%	81,52%	59,26%	58,58%	
Explanation	<p>2017-12 / 2018-02 OCCI generic failure</p> <p>SLA Violation: A/R under the target for 3 consecutive months, from 2017-12 to 2018-02</p> <p>GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=134251</p>										

IISAS-FedCloud										
	Service target	Previous period			Reporting period					
		2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Availability	90%	100,00%	99,86%	100,00%	99,85%	99,98%	100,00%	100,00%	99,85%	100,00%
Reliability	95%	100,00%	99,86%	100,00%	100,00%	100,00%	100,00%	100,00%	99,85%	100,00%
Explanation										

IN2P3-IRES										
	Service target	Previous period			Reporting period					
		2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Availability	95%	100%	79%	51%	99,71%	99,95%	99,97%	99,88%	98,79%	74,70%
Reliability	95%	100%	79%	52%	99,71%	99,95%	99,97%	99,88%	98,79%	84,50%
Explanation	2018-02	Scheduled downtime for upgrading the cloud infrastructure								

INFN-CATANIA-STACK										
	Service target	Previous period			Reporting period					
		2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Availability	90%	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	74,62%	84,44%	100,00%
Reliability	95%	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	74,62%	84,44%	100,00%
Explanation	2017-12	Connection timed out								
	2018-01	Authentication failure								

RECAS-BARI										
	Service target	Previous period			Reporting period					
		2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12		
Availability	90%	99,76%	93,72%	99,76%	90,73%	100,00%	99,57%	90,51%		
Reliability	95%	99,76%	93,72%	99,76%	90,73%	100,00%	100,00%	92,14%		
Explanation	2017-09	information published by the Site-BDII weren't properly refreshed.								
	2017-12	Delay in updating the CAs package								

UPV-GRyCAP		Previous period			Reporting period					
	Service target	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Availability	90%	17,84%	73,00%	79,00%	100,00%	90,47%	76,40%	63,56%	99,33%	82,15%
Reliability	95%	17,84%	73,00%	97,97%	100,00%	90,47%	76,40%	63,56%	99,33%	82,15%
Explanation	2017-10	Connection timed out								
	2017-11	problems in terminating the test VMs; authentication failures								
	2017-12	System not responding; CAs not updated in time								
SLA Violation: A/R under the target for 3 consecutive months, from 2017-10 to 2017-12										
GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=134253										