

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2018-03 / 2018-08

Date of report: 6-9-2018

Date of next: 2019-01

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

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

Legend

Underperforming
On Target

CESGA		Previous period			Reporting period					
	Service target	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Availability	90%	90,20%	93,14%	92,67%	92,93%	89,62%	94,13%	86,87%	73,62%	58,79%
Reliability	95%	90,20%	93,14%	92,67%	92,93%	89,62%	94,13%	86,87%	73,62%	58,79%

SLA Violation: A/R under the targets for more than 3 consecutive months

Explanation As previously reported, the site is suffering of some intermittent failures affecting only the monitoring VO. Investigations are ongoing to understand the nature of the problem and to find a solution. The problem is known and followed-up in the GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=134758; no other actions are required regarding this SLA violation.

GoeGRID		Previous period			Reporting period					
	Service target	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Availability	95%	81,52%	59,26%	58,58%	53,55%	66,37%	98,25%	95,21%	98,38%	100,00%
Reliability	95%	81,52%	59,26%	58,58%	53,55%	66,37%	98,25%	95,21%	98,38%	100,00%

SLA Violation: A/R under the target for 3 consecutive months, from 2017-12 to 2018-02

Explanation As already reported in the GGUS ticket opened for the violations in the previous period, https://ggus.eu/index.php?mode=ticket_info&ticket_id=134251, the OCCl problems affected the A/R figures also in March and April. After that, the cloud services performed well. During the summer, the site started the integration process with the EGI AAI system: https://ggus.eu/index.php?mode=ticket_info&ticket_id=136390

IISAS-FedCloud		Previous period			Reporting period					
	Service target	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Availability	90%	100,00%	99,85%	100,00%	100,00%	99,86%	99,47%	100,00%	100,00%	98,79%
Reliability	95%	100,00%	99,85%	100,00%	100,00%	99,86%	99,47%	100,00%	100,00%	98,79%
Explanation										

INFN-CATANIA-STACK		Previous period			Reporting period					
	Service target	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Availability	90%	74,62%	84,44%	100,00%	95,54%	99,81%	98,57%	83,46%	99,44%	99,86%
Reliability	95%	74,62%	84,44%	100,00%	95,54%	99,81%	98,57%	83,46%	99,44%	99,86%
Explanation	2018-06	problems with the image used for monitoring the site.								

UPV-GRyCAP		Previous period			Reporting period					
	Service target	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Availability	90%	63,56%	99,33%	82,15%	68,65%	57,26%	80,50%	83,21%	81,35%	73,55%
Reliability	95%	63,56%	99,33%	82,15%	71,15%	57,26%	82,50%	83,21%	81,35%	95,07%
Explanation	2018-02	Problems with the logs, it was exhausted the storage space; storage has been increased								
SLA Violation:	A/R under the target for more than 3 consecutive months, from 2018-02 to 2018-08									
GGUS ticket:	https://ggus.eu/index.php?mode=ticket_info&ticket_id=137052									