

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2018-09 / 2019-02

**Date of report:** 11-3-2019

**Date of next:** 2019-09

**Documentation:** [https://wiki.egi.eu/wiki/Service\\_Level\\_Target\\_-\\_Availability\\_Reliability](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 |         |         |         |         |
|--------------|-------|----------------|-----------------|---------|---------|------------------|---------|---------|---------|---------|
|              |       |                | 2018-06         | 2018-07 | 2018-08 | 2018-09          | 2018-10 | 2018-11 | 2018-12 | 2019-01 |
| Availability | 90%   | 86,87%         | 73,62%          | 58,79%  | 53,76%  | 81,80%           | 98,81%  | 86,77%  | 76,98%  | 97,39%  |
| Reliability  | 95%   | 86,87%         | 73,62%          | 58,79%  | 54,30%  | 81,80%           | 98,81%  | 86,77%  | 76,98%  | 97,39%  |

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

**Explanation**

The site was suffering of some intermittent failures affecting only the monitoring VO. The problem was investigated and understood; it was followed-up in the GGUS ticket: [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=134758](https://ggus.eu/index.php?mode=ticket_info&ticket_id=134758); problem solved in September.

|         |                             |
|---------|-----------------------------|
| 2018-10 | OCCI service not responding |
| 2018-12 | OCCI service not responding |
| 2019-01 | OCCI service not responding |

|              | GoeGRID | Service target | Previous period |         |         | Reporting period |         |         |         |
|--------------|---------|----------------|-----------------|---------|---------|------------------|---------|---------|---------|
|              |         |                | 2018-06         | 2018-07 | 2018-08 | 2018-09          | 2018-10 | 2018-11 | 2018-12 |
| Availability | 95%     | 95,21%         | 98,38%          | 100,00% | 100,00% | 100,00%          | 99,97%  | 100,00% |         |
| Reliability  | 95%     | 95,21%         | 98,38%          | 100,00% | 100,00% | 100,00%          | 99,97%  | 100,00% |         |

**Explanation**

| IISAS-FedCloud |                | Previous period |         |         | Reporting period |         |         |         |
|----------------|----------------|-----------------|---------|---------|------------------|---------|---------|---------|
|                | Service target | 2018-06         | 2018-07 | 2018-08 | 2018-09          | 2018-10 | 2018-11 | 2018-12 |
| Availability   | 90%            | 100,00%         | 100,00% | 98,79%  | 100,00%          | 99,61%  | 99,87%  | 100,00% |
| Reliability    | 95%            | 100,00%         | 100,00% | 98,79%  | 100,00%          | 99,76%  | 99,87%  | 100,00% |
| Explanation    |                |                 |         |         |                  |         |         |         |

| INFN-CATANIA-STACK |                | Previous period |         |         | Reporting period |         |         |         |         |         |
|--------------------|----------------|-----------------|---------|---------|------------------|---------|---------|---------|---------|---------|
|                    | Service target | 2018-06         | 2018-07 | 2018-08 | 2018-09          | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 |
| Availability       | 90%            | 83,46%          | 99,44%  | 99,86%  | 99,37%           | 99,98%  | 100,00% | 100,00% | 99,87%  | 98,33%  |
| Reliability        | 95%            | 83,46%          | 99,44%  | 99,86%  | 99,37%           | 99,98%  | 100,00% | 100,00% | 99,87%  | 98,33%  |
| Explanation        |                |                 |         |         |                  |         |         |         |         |         |

| UPV-GRyCAP   |                | Previous period |         |         | Reporting period |         |         |         |
|--------------|----------------|-----------------|---------|---------|------------------|---------|---------|---------|
|              | Service target | 2018-06         | 2018-07 | 2018-08 | 2018-09          | 2018-10 | 2018-11 | 2018-12 |
| Availability | 90%            | 83,21%          | 81,35%  | 73,55%  | 92,39%           | 91,01%  | 82,42%  | 95,09%  |
| Reliability  | 95%            | 83,21%          | 81,35%  | 95,07%  | 92,39%           | 91,01%  | 85,33%  | 95,09%  |

SLA Violation: A/R under the target for 3 consecutive months, from 2018-09 to 2018-11  
 GGUS ticket: [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=140133](https://ggus.eu/index.php?mode=ticket_info&ticket_id=140133)