

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute
Period: 2019-09 / 2020-02
Date of report: 12-3-2020
Date of next: 2020-09

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

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

Legend Underperforming
On Target

CESGA		Previous period			Reporting period					
	Service target	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Availability	90%	98,88%	99,68%	100,00%	97,38%	99,63%	96,96%	100,00%	100,00%	100,00%
Reliability	95%	99,72%	99,68%	100,00%	97,38%	99,63%	96,96%	100,00%	100,00%	100,00%

Explanation

INFN-CATANIA-STACK		Previous period			Reporting period					
	Service target	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Availability	90%	78,24%	69,65%	98,57%	90,70%	59,02%	67,59%	34,70%	68,60%	23,52%
Reliability	95%	78,24%	69,65%	98,57%	90,70%	59,02%	67,59%	34,70%	68,60%	23,52%

SLA Violation: performance below the targets for more than 4 months.
GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=144715
 apparently the failures are affecting only the monitoring VO. Investigations are ongoing.