

# 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:** 2020-03 / 2020-08

**Date of report:** 8-9-2020

**Date of next:** 2021-01

**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		Previous period				Reporting period				
	Service target	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Availability	90%	100,00%	100,00%	100,00%	99,29%	99,54%	97,09%	90,15%	93,64%	97,31%
Reliability	95%	100,00%	100,00%	100,00%	99,29%	99,54%	97,09%	90,15%	93,64%	97,31%

**SLA violation: under-performing for 2 consecutive months**

**Problems with the creation of the test VMs**

IFCA-LCG2		Previous period			Reporting period				
	Service target				2020-04	2020-05	2020-06	2020-07	2020-08
Availability	90%				97,21%	78,35%	93,70%	93,06%	99,10%
Reliability	95%				97,21%	78,35%	93,70%	93,06%	99,10%

**Explanation** **SLA violation: under-performing for 3 consecutive months**

**GGUS ticket:** [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=148570](https://ggus.eu/index.php?mode=ticket_info&ticket_id=148570)

**Failures due to creation of the test VMs**

INFN-CATANIA-STACK		Previous period				Reporting period				
	Service target	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Availability	90%	34,70%	68,60%	23,52%	0,00%	67,35%	99,09%	92,05%	43,60%	47,30%
Reliability	95%	34,70%	68,60%	23,52%	0,00%	100,00%	99,09%	92,05%	43,60%	47,30%

**SLA Violation: performance below the targets for more than 4 months.**

**GGUS ticket:** [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=148571](https://ggus.eu/index.php?mode=ticket_info&ticket_id=148571)

To verify if the failures affected only the monitoring VO