## Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute
Period: 2020-09 - 2021-02

**Date of report:** 19/03/2021

Date of next report 2021-09

**Documentation:** https://wiki.eg https://wiki.egi.eu/wiki/Service Level Target - Availability Reliability

Related agreements: <a href="https://documents.egi.eu/document/2875">https://documents.egi.eu/document/2875</a>

Legend
Underperforming
On Target

		Cloud C	ompute	
CESGA		Availabilit	Reliability	
targets		90%	95%	
	2020-06	90.15%	90.15%	
preious reporting	2020-07	93.64%	93.64%	
period	2020-08	97.31%	97.31%	
		-		
	2020-09	95.29%	95.29%	
	2020-10	99.36%	99.36%	
current reporting	2020-11	98.46%	98.46%	
period	2020-12	98.52%	98.52%	
	2021-01	91.18%	91.18%	
	2021-02	83.55%	83.55%	
	SLA violati	on: under-	performing	for 2 consecutive months in the reporting
Explanation	period			
2021-01, 2021-02	authentication failures during the creation of the testing VMs.			

**Cloud Compute** 

IFCA-LCG2		Availabilit	Reliability	
targets		90%	95%	
	2020-06	93.70%	93.70%	
preious reporting	2020-07	93.06%	93.06%	
period	2020-08	99.10%	99.10%	
	2020-09	100.00%	100.00%	
	2020-10	97.86%	97.86%	
current reporting	2020-11	96.96%	96.96%	
period	2020-12	91.26%	91.26%	
	2021-01	76.03%	87.05%	
	2021-02	99.84%	99.84%	
	SLA violation: under-performing for 2 consecutive months in the reporting			
	period			
2020-12	Problems with deleting the testing VMs.			
2021-01	Scheduled i	ntervention a	at the compu	iting centre.

		Cloud Compute	
INFN-CATANIA-STACK		Availabilit	Reliability
targets		90%	95%
	2020-06	92.05%	92.05%
preious reporting	2020-07	43.60%	43.60%
period	2020-08	47.30%	47.30%
	2020-09	74.95%	74.95%
	2020-10	100.00%	100.00%
current reporting	2020-11	100.00%	100.00%
period	2020-12	86.45%	86.45%
	2021-01	45.55%	45.55%
	2021-02	90.60%	90.60%
Explanation	SLA violation: under-performing for 4 months in the reporting peri		

The violation occurred in September was related to some problems with the Scheduler already investigated

(see the related ticket opened after the previos performance report,

https://ggus.eu/index.php?mode=ticket\_info&ticket\_id=148571). A new ticket has been opened asking for an explanation about the failures between December and February:

https://ggus.eu/index.php?mode=ticket\_info&ticket\_id=151043 . There was a problem with the uid of the testing VMs affecting only the VO used to monitor the service.