Services Performance Report

shows compliance with established SLA service targets

Legend

Underperforming
On Target

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

Cloud Compute

IFCA-LCG2		Availability	Reliability
targets		90%	95%
preious reporting period	2020-06	93.70%	93.70%
	2020-07	93.06%	93.06%
	2020-08	99.10%	99.10%
current reporting period	2020-09	100.00%	100.00%
	2020-10	97.86%	97.86%
	2020-11	96.96%	96.96%
	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 intervention at the computing centre.		

		Cloud Compute	
INFN-CATANIA-STACK		Availability	Reliability
targets		90%	95%
preious reporting period	2020-06	92.05%	92.05%
	2020-07	43.60%	43.60%
	2020-08	47.30%	47.30%
current reporting period	2020-09	74.95%	74.95%
	2020-10	100.00%	100.00%
	2020-11	100.00%	100.00%
	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 period		

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.