

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2019-06 / 2019-11

Date of report: 10-12-2019

Date of next: 2020-06

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

Related agreements: <https://documents.egi.eu/document/2876>

Legend
Underperforming
On Target

IN2P3-IRES		Previous period			Reporting period					
	Service target	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11
Availability	90%	82,52%	98,42%	99,55%	99,39%	95,03%	96,39%	99,57%	100,00%	100,00%
Reliability	95%	82,52%	99,84%	99,55%	100,00%	100,00%	99,67%	99,57%	100,00%	100,00%

Explanation

NCG-INGRID-PT		Previous period			Reporting period					
	Service target	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11
Availability	90%					29,58%	89,45%	0,00%	0,81%	35,78%
Reliability	95%					29,58%	89,45%	0,00%	0,81%	35,78%

Explanation The RC has recently completed the integration with EGI Check-in to use OpenID Connect as a way to authenticate and authorise the users. They had to fix some configuration issues in order to male the monitoring probes to work properly. Nevertheless the monitoring failures, the users could access to the cloud resources, even though it needs to be assessed if their activities have been affected in some way. Moreover, the current service endpoint is going to be dismissed in favour of a new one running a more recent OpenStack version. See ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=139904