

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2019-12 / 2020-05

**Date of report:** 10-6-2020

**Date of next:** 2020-12

**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/2876>

**Legend** Underperforming  
On Target

IN2P3-IRES		Previous period			Reporting period					
	Service target	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Availability	90%	99,57%	100,00%	100,00%	96,44%	100,00%	99,54%	99,81%	99,72%	97,49%
Reliability	95%	99,57%	100,00%	100,00%	96,70%	100,00%	99,84%	99,81%	99,72%	97,49%
<b>Explanation</b>										

NCG-INGRID-PT		Previous period			Reporting period					
	Service target	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Availability	90%	0,00%	0,81%	35,78%	85,61%	61,11%	100,00%	100,00%	99,90%	97,68%
Reliability	95%	0,00%	0,81%	35,78%	85,61%	61,11%	100,00%	100,00%	99,90%	97,68%

**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, there the previous service endpoint has been 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](https://ggus.eu/index.php?mode=ticket_info&ticket_id=139904)