

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** Paolo Favali

**Report author:** EGI SLA sla@mailman.egi.eu

**Service:** Cloud compute

**Period:** 2017-09 / 2017-12

**Date of report:** 12-1-2018

**Date of next** n.a.

**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/2888>

**Legend** Underperforming  
On Target

	CESGA		Previous period			Reporting period			
	Service target	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12	
Availability	90%	94,05%	99,65%	36,38%	93,54%	76,51%	81,35%	89,86%	
Reliability	95%	94,05%	99,65%	36,38%	93,54%	76,51%	81,35%	89,86%	

**Explanation**

2017-09	issues with the virtual network of the VMs
2017-10	issues with the virtual network of the VMs
2017-11	issues with the virtual network of the VMs
2017-12	authentication failures

**SLA Violation:** A/R under the target for 5 consecutive months, from 2017-08 to 2017-12  
**GGUS ticket:** [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=132859](https://ggus.eu/index.php?mode=ticket_info&ticket_id=132859)

	NCG-INGRID-PT		Previous period			Reporting period			
	Service target	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12	
Availability	90%								
Reliability	95%								

**Explanation** There aren't monitoring data available because the cloud services are not officially in production. Testing of new services with Keystone v3 is on-going. Anyway the users can access to the cloud resources.

	INFN-PADOVA-STACK		Previous period			Reporting period			
	Service target	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12	
Availability	90%	100,00%	64,56%	84,78%	99,34%	99,97%	99,92%	84,68%	

**Reliability** 95% 100,00% 99,52% 91,93% 99,34% 99,97% 99,92% 100,00%

**Explanation** 2017-12 Scheduled downtime for new year data center maintenance

RECAS-BARI		Previous period			Reporting period			
	Service target	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
<b>Availability</b>	95%	99,76%	93,72%	99,76%	90,73%	100,00%	99,57%	90,51%
<b>Reliability</b>	95%	99,76%	93,72%	99,76%	90,73%	100,00%	100,00%	92,14%

**Explanation** 2017-09 information published by the Site-BDII weren't properly refreshed.  
2017-12 Delay in updating the CAs package