

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud Compute

Period: 2017-03 / 2017-08

Date of report: 15-9-2017

Date of next report: 2017-12

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

Related agreements: <https://documents.egi.eu/document/2888>

Legend

Underperforming
On Target

CESGA

	Service target	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	90%	95,25%	77,13%	96,94%	93,94%	98,40%	36,38%
Reliability	95%	95,25%	77,13%	96,94%	93,94%	98,40%	36,38%

Description: April: low A/R figures due to SRM failures, not affecting the Cloud compute service.
June: failed to update the CAs in time. Aug: an update misconfigured the OS_TPL used by the motorization system (all other OS_TPL were working good).

NCG-INGRID-PT

	Service target	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	90%	97,07%	100,00%	100,00%	99,80%	100,00%	94,33%
Reliability	95%	97,07%	100,00%	100,00%	99,80%	100,00%	95,76%

Description: The monitoring data refers to Site-BDII service only, because there are no cloud services 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

	Service target	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	90%	100,00%	97,85%	100,00%	100,00%	64,56%	84,78%
Reliability	95%	100,00%	97,85%	100,00%	100,00%	99,52%	91,93%

Description: July: scheduled downtime for upgrading OpenStack to Newton. Aug: generic OCCI failure.

RECAS-BARI

	Service target	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	95%	90,70%	69,53%	97,21%	99,76%	93,72%	99,76%
Reliability	95%	99,40%	80,23%	97,21%	99,76%	93,72%	99,76%

Description:

March: Scheduled maintenance: migration to Mitaka
https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=22566 . April: general sudden powercut, services needed time for recovering. July: OCCl network issues and Site-BDII misconfiguration.