

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud Compute

Period: 2016-09 / 2017-02

Date of report: 16-3-2017

Date of next report: 2017-09

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	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Availability	90%	99,89%	97,05%	93,76%	99,74%	99,58%	88,17%
Reliability	95%	99,89%	97,05%	93,76%	99,74%	99,58%	88,17%

Description: In November there were some transient authentication failures. In February there was a problem with the host certificate.

NCG-INGRID-PT

	Service target	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Availability	90%						
Reliability	95%						

Description: no monitoring data because no cloud service 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	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Availability	90%	16,66%	83,68%	95,80%	77,40%	88,60%	99,91%
Reliability	95%	71,49%	83,68%	97,31%	78,48%	91,56%	99,91%

Description: September: scheduled downtime for upgrading to OpenStack Liberty. October: the provider didn't update the CAs release in time. December: some network issues and failures with the CAs probe. January: transient failures and migration to Keystone v3 API

RECAS-BARI

	Service target	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Availability	95%	96,41%	99,54%	99,84%	99,30%	91,53%	97,30%
Reliability	95%	96,41%	99,54%	99,84%	99,30%	91,53%	99,88%

Description: January: network issues, declared downtime
https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=22343