

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2019-01 / 2019-06

Date of report: 26-7-2019

Date of next: 2020-01

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

Related agreements: <https://documents.egi.eu/document/3339>

Legend
Underperforming
On Target

BEgrid-BELNET		Previous period			Reporting period					
	Service target	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06
Availability	90%	58,87%	0,00%	0,00%	64,31%	99,63%	100,00%	69,97%	84,04%	91,05%
Reliability	95%	59,68%	0,00%	0,00%	64,31%	99,63%	100,00%	69,97%	84,04%	91,05%

SLA Violation: A/R under the targets for 3 consecutive months, from 2019-04 to 2019-06
 several failures with the OCCI service
GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=142438

2018-10 / 2019-01
 after the upgrade to occi-server version 2 in order to support OIDC, the site has being run into a bug at the level of token management affecting OpenNebula 5.4.13. This created problems with creation of new VMs, but the site is hosting long-running VMs which weren't affected by the problem. In January it was performed a downgrade fixing the problem with KeyStorn: after this, the tests were successful again. Details in https://ggus.eu/?mode=ticket_info&ticket_id=138504