Services Performance Report

shows compliance with established SLA service targets

Audience: Willem Elbers, Dieter Van Uytvanck

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

Service: Cloud compute; Notebooks

Period: 2021-05 - 2021-10

Date of report: 19/11/2021

Date of next report 2022-05

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

Related agreements: https://documents.egi.eu/document/3377

Legend

Underperforming	
On Target	

CESGA		Cloud compute	
		Availabilit	Reliability
	targets	95%	95%
preious reporting period	2021-02	83.55%	83.55%
	2021-03	96.46%	97.28%
	2021-04	86.98%	86.98%
current reporting period	2021-05	94.18%	94.18%
	2021-06	100.00%	100.00%
	2021-07	100.00%	100.00%
	2021-08	99.90%	99.90%
	2021-09	99.70%	99.70%
	2021-10	92.40%	92.40%
Explanation	SLA violation: under-performing for 2 consecutive months (Apr-May 2021)		
2021-04, 2021-05	authentication failures during the creation of the testing VMs.		
2021-10	authentication failures during the creation of the testing VMs.		

		Cloud Compute	
CESNET-MCC		Availabilit	Reliability

targets		95%	95%
preious reporting period	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	98.02%	98.44%
current reporting period	2021-05	99.87%	99.87%
	2021-06	89.27%	89.27%
	2021-07	99.83%	99.83%
	2021-08	100.00%	100.00%
	2021-09	100.00%	100.00%
	2021-10	98.97%	99.99%
Explanation			
2021-06	issues with Nova when creating the testing VMs		

INFN-CLOUD-BARI		Cloud Compute	
		Availabilit	Reliability
targets		95%	95%
preious reporting period	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	99.91%	99.91%
current reporting period	2021-05	99.89%	99.89%
	2021-06	99.87%	99.87%
	2021-07	100.00%	100.00%
	2021-08	100.00%	100.00%
	2021-09	99.46%	99.46%
	2021-10	100.00%	100.00%