

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute  
**Period:** 2018-09 / 2019-02  
**Date of report:** 15-3-2019  
**Date of next:** 2019-09

**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/3220>

**Legend** Underperforming  
 On Target

BEGrid-BELNET		Previous period			Reporting period					
	Service target	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Availability	90%	100,00%	100,00%	85,47%	100,00%	58,87%	0,00%	0,00%	64,31%	99,63%
Reliability	95%	100,00%	100,00%	100,00%	100,00%	59,68%	0,00%	0,00%	64,31%	99,63%

SLA Violation: A/R under the targets for 4 consecutive months, from 2018-10 to 2019-01

**Explanation** after the upgrade to occi-server version 2 in order to support OIDC, the site run into a bug at the level of token management affecting OpenNebula 5.4.13. Details in [https://ggus.eu/?mode=ticket\\_info&ticket\\_id=138504](https://ggus.eu/?mode=ticket_info&ticket_id=138504) . A downgrade done in January solved the issues. The site is hosting long running VMs which were not affected by these issues. No further action is required.

CESGA		Previous period			Reporting period				
	Service target							2019-01	2019-02
Availability	90%							76,98%	97,39%
Reliability	95%							76,98%	97,39%

**Explanation** 2019-01 OCCi server not responding

CESNET-MetaCloud		Previous period			Reporting period					
	Service target	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Availability	90%	100,00%	100,00%	99,15%	99,84%	100,00%	92,89%	100,00%	98,63%	100,00%
Reliability	95%	100,00%	100,00%	99,83%	99,84%	100,00%	99,68%	100,00%	98,63%	100,00%

Explanation  

IISAS-FedCloud		Previous period			Reporting period					
Service target		2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Availability	90%	100,00%	100,00%	98,79%	100,00%	99,61%	99,87%	100,00%	99,99%	100,00%
Reliability	95%	100,00%	100,00%	98,79%	100,00%	99,76%	99,87%	100,00%	99,99%	100,00%

Explanation