

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2020-06 / 2020-11

Date of report: 25-1-2021

Date of next report: SLA ended

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

Related agreements: <https://documents.egi.eu/document/3426>

Legend

Underperforming

On Target

100IT		Cloud Compute	
		Availability	Reliability
targets		90%	95%
previous reporting period	2020-03	100,00%	100,00%
	2020-04	98,81%	98,81%
	2020-05	98,44%	98,44%
current reporting period	2020-06	99,57%	99,57%
	2020-07	99,33%	99,33%
	2020-08	91,94%	91,94%
	2020-09	100,00%	100,00%
	2020-10	99,97%	99,97%
	2020-11	99,26%	99,26%
Explanation			
2020-08	authentication error in Keystone		

CESNET-MCC		Cloud Compute	
		Availability	Reliability
targets		90%	95%

previous reporting period	2020-03	95,63%	95,63%
	2020-04	99,84%	99,84%
	2020-05	97,00%	97,00%
current reporting period	2020-06	100,00%	100,00%
	2020-07	98,69%	99,23%
	2020-08	100,00%	100,00%
	2020-09	99,77%	99,77%
	2020-10	99,19%	99,19%
	2020-11	98,72%	98,72%
Explanation			
2020-11	problem in creating the test VM due to memory quota		

CESGA	Cloud Compute		
	Availability	Reliability	
targets	90%	95%	
previous reporting period	2020-03	99,29%	99,29%
	2020-04	99,54%	99,54%
	2020-05	97,09%	97,09%
current reporting period	2020-06	90,15%	90,15%
	2020-07	93,64%	93,64%
	2020-08	97,31%	97,31%
	2020-09	95,29%	95,29%
	2020-10	99,36%	99,36%
	2020-11	98,46%	98,46%
Explanation	SLA violation: under-performing for 2 consecutive months		
2020-06	failures due to network allocation		
2020-07	failures due to the creation of testing VM		

RECAS-BARI		Cloud Compute	
		Availability	Reliability
targets		90%	95%
preious reporting period	2020-03	100,00%	100,00%
	2020-04	99,98%	99,98%
	2020-05	98,08%	98,08%
current reporting period	2020-06	92,34%	92,34%
	2020-07	99,60%	99,60%
	2020-08	100,00%	100,00%
	2020-09	100,00%	100,00%
	2020-10	100,00%	100,00%
	2020-11	100,00%	100,00%
Explanation			
2020-06	failures due to the creation of testing VM		

IFCA-LCG2		Cloud Compute	
		Availability	Reliability
targets		90%	95%
preious reporting period	2020-03	95,26%	95,26%
	2020-04	97,21%	97,21%
	2020-05	78,35%	78,35%
current reporting period	2020-06	93,70%	93,70%
	2020-07	93,06%	93,06%
	2020-08	99,10%	99,10%
	2020-09	100,00%	100,00%
	2020-10	97,86%	97,86%
	2020-11	96,96%	96,96%
SLA violation: under-performing for 3 consecutive months			

Explanation

authentication failures and problems with creation of the testing VMs

IISAS-FedCloud	Cloud Compute		
	Availability	Reliability	
targets	90%	95%	
previous reporting period	2020-03	99,87%	99,87%
	2020-04	99,03%	99,03%
	2020-05	98,13%	98,13%
current reporting period	2020-06	100,00%	100,00%
	2020-07	99,53%	99,53%
	2020-08	100,00%	100,00%
	2020-09	99,83%	99,83%
	2020-10	100,00%	100,00%
	2020-11	100,00%	100,00%