

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2019-06 / 2019-11

Date of report: 9-13-2019

Date of next: 2020-06

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

Related agreements: <https://documents.egi.eu/public/ShowDocument?docid=3452>

Legend
Underperforming
On Target

INFN-CATANIA-STACK		Previous period			Reporting period					
	Service target	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11
Availability	90%	97,76%	99,97%	98,84%	78,24%	69,65%	98,57%	90,70%	59,02%	67,59%
Reliability	95%	97,76%	99,97%	98,84%	78,24%	69,65%	98,57%	90,70%	59,02%	67,59%
Explanation	2019-06	OCCI and OpenStack services not responding								
	2019-07	CAs not updated in time, openstack server not responding								
	2019-09	CAs not updated in time, openstack server not responding								
	2019-10	failures due to quota exceeded								
	2019-11	failures due to quota exceeded								
SLA Violation: performance below the targets for more than 4 months. GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=144528										