

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2019-12 / 2020-05

Date of report: 9-6-2020

Date of next: 2020-12

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	Service target	Previous period			Reporting period					
		2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Availability	90%	90,70%	59,02%	67,59%	34,70%	68,60%	23,52%	0,00%	67,35%	99,09%
Reliability	95%	90,70%	59,02%	67,59%	34,70%	68,60%	23,52%	0,00%	100,00%	99,09%

Explanation

SLA Violation: performance below the targets for more than 4 months.
GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=144715
The failures affected only the monitoring VO and they were due to an old CloudKeeper version installed.