

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: 9-12-2020

Date of next report: 2021-06

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		Cloud Compute	
		Availability	Reliability
targets		90%	95%
previous reporting period	2020-03	0,00%	0,00%
	2020-04	67,35%	100,00%
	2020-05	99,09%	99,09%
current reporting period	2020-06	92,05%	92,05%
	2020-07	43,60%	43,60%
	2020-08	47,30%	47,30%
	2020-09	74,95%	74,95%
	2020-10	100,00%	100,00%
	2020-11	100,00%	100,00%

SLA violation: under-performing for 4 consecutive months from 2020-06 to 2020-09

As already reported in a previously opened ticket (https://ggus.eu/index.php?mode=ticket_info&ticket_id=148571), the scheduler selected some compute nodes that are not configured in order to provide the requested network. The failure should have affected only the monitoring VO.