

Services Performance Report

shows compliance with established SLA service targets



Audience: Joaquin del Rio, Javier Cadena

Report author: EGI SLA sla@mailman.egi.eu

Service: Cloud compute

Period: 2021-05 - 2021-12

Date of report: 19/01/2022

Date of next report: 2022-07

Documentation: <https://wiki.egi.eu> 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	2021-02	90.93%	90.93%
	2021-03	90.61%	90.61%
	2021-04	60.00%	60.00%
current reporting period	2021-05	33.96%	33.96%
	2021-06	99.69%	99.69%
	2021-07	69.22%	69.22%
	2021-08	98.06%	98.06%
	2021-09	99.87%	99.87%
	2021-10	25.94%	48.08%
	2021-11	4.50%	4.50%
	2021-12	25.11%	25.11%

SLA violation: under-performing for more than 4 months in the reporting period

As already reported in a previously ticket

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(https://ggus.eu/index.php?mode=ticket_info&ticket_id=151043), there was a problem with the uid of the testing VMs affecting only the VO used to monitor the service. In July there were authentication problems with accessing the testing VM, and in October there was a scheduled downtime in addition to some problem with the creation of the testing VM.

Additionally, Nova component started to have problems in accessing the images in Glance. It was agreed that the cloud framework needs to be reinstalled with a newer OpenStack version. The RC was also suspended from the production infrastructure until all the issues are addressed:

https://ggus.eu/index.php?mode=ticket_info&ticket_id=155478