Services Performance Report

shows compliance with established SLA service targets

Audience: EGI Notebooks service owner

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Service: Cloud compute

Period: 2020-07 / 2020-12

Date of report: 16/08/2021

Date of next report

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

Related agreements: https://documents.egi.eu/document/3459

Legend

| Underperforming |
| On Target |

CESGA		Cloud Compute	
		Availability	Reliability
targets		90%	90%
preious reporting period	2020-04	99.54%	99.54%
	2020-05	97.09%	97.09%
	2020-06	90.15%	90.15%
current reporting period	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%
	2020-12	98.52%	98.52%

INFN-CATANIA-STACK		Cloud Compute	
		Availability	Reliability
targets		90%	90%
	2020-04	67.35%	100.00%

preious reporting period	2020-05	99.09%	99.09%
	2020-06	92.05%	92.05%
current reporting period	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%
	2020-12	86.45%	86.45%

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

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. Additionally, there was a problem with the uid of the testing VMs affecting only the VO used to monitor the service. The failures should have affected only the monitoring VO.