

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** EGI Notebooks service owner

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

**Service:** Cloud compute

**Period:** 2021-01 / 2021-06

**Date of report:** 16/08/2021

**Date of next report:** SLA ended

**Documentation:** [https://wiki.egi.eu/wiki/Service\\_Level\\_Target\\_-\\_Availability\\_Reliability](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%
previous reporting period	2020-10	99.36%	99.36%
	2020-11	98.46%	98.46%
	2020-12	98.52%	98.52%
current reporting period	2021-01	91.18%	91.18%
	2021-02	83.55%	83.55%
	2021-03	96.46%	97.28%
	2021-04	86.98%	86.98%
	2021-05	94.18%	94.18%
	2021-06	100.00%	100.00%
Explanation			
2021-02, 2021-04	Authentication failures during the creation of the testing VMs.		

INFN-CATANIA-STACK	Cloud Compute	
	Availability	Reliability
targets	90%	90%

previous reporting period	2020-10	100.00%	100.00%
	2020-11	100.00%	100.00%
	2020-12	86.45%	86.45%
current reporting period	2021-01	45.55%	45.55%
	2021-02	90.93%	90.93%
	2021-03	90.61%	90.61%
	2021-04	60.00%	60.00%
	2021-05	33.96%	33.96%
	2021-06	99.69%	99.69%

**SLA violation: under-performing for 2 consecutive months 2020-12/2021-01 and 2021-04/2021-05**

As already reported in a previously opened ticket ([https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=151043](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. The failures should have affected only the monitoring VO.