Services Performance Report

shows compliance with established SLA service targets

Legend

Underperforming
On Target

CESGA		Availability	Reliability
targets		85%	90%
preious reporting period	2021-05	94.18%	94.18%
	2021-06	100.00%	100.00%
	2021-07	100.00%	100.00%
current reporting period	2021-08	99.90%	99.90%
	2021-09	99.70%	99.70%
	2021-10	97.40%	97.40%
	2021-11	95.07%	95.07%
	2021-12	100.00%	100.00%
	2022-01	99.94%	99.94%

CESNET-MCC		Availability	Reliability
targets		85%	90%
	2021-05	99.87%	99.87%

preious reporting period	2021-06	89.27%	89.27%
	2021-07	99.83%	99.83%
current reporting period	2021-08	100.00%	100.00%
	2021-09	100.00%	100.00%
	2021-10	98.97%	99.99%
	2021-11	100.00%	100.00%
	2021-12	100.00%	100.00%
	2022-01	99.79%	99.79%

TR-FC1-ULAKBIM		Availability	Reliability
targets		85%	90%
preious reporting period	2021-05	96.89%	96.89%
	2021-06	99.88%	99.88%
	2021-07	68.02%	68.02%
current reporting period	2021-08	67.21%	67.21%
	2021-09	97.01%	97.01%
	2021-10	60.30%	60.30%
	2021-11	53.00%	53.00%
	2021-12	100.00%	100.00%
	2022-01	99.38%	99.38%

SLA violation: under-performing for 2 consecutive months in the reporting period

As already reported in the ticket https://ggus.eu/index.php?mode=ticket_info&ticket_id=153386 , a setting in Nova was preventing the creation of new instances with a certain size.
The issue should have affected only the monitoring VO.

UNIV-LILLE		Availability	Reliability
targets		85%	90%
preious reporting period	2021-05	99.69%	99.69%
	2021-06	100.00%	100.00%
	2021-07	100.00%	100.00%
current reporting period	2021-08	95.88%	95.88%
	2021-09	100.00%	100.00%
	2021-10	98.64%	100.00%
	2021-11	84.24%	84.24%
	2021-12	100.00%	100.00%
	2022-01	99.85%	99.85%
Explanation			
2021-11	authentication failures		