

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2020-07 / 2020-12

Date of report: 13-1-2021

Date of next report: 2021-04

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

Related agreements: <https://documents.egi.eu/document/3576>

Legend

Underperforming

On Target

CESNET-MCC	Cloud Compute		
		Availability	Reliability
targets		95%	95%
previous reporting period	2020-04	99,84%	99,84%
	2020-05	97,00%	97,00%
	2020-06	100,00%	100,00%
current reporting period	2020-07	98,69%	99,23%
	2020-08	100,00%	100,00%
	2020-09	99,77%	99,77%
	2020-10	99,19%	99,19%
	2020-11	98,72%	98,72%
	2020-12	89,77%	89,77%
Explanation			
2020-12	network failures		

CYFRONET-CLOUD	Cloud Compute		
		Availability	Reliability
targets		95%	95%

previous reporting period	2020-04	99,14%	99,14%
	2020-05	90,60%	90,60%
	2020-06	98,84%	98,84%

current reporting period	2020-07	93,54%	93,54%
	2020-08	96,56%	96,56%
	2020-09	99,90%	99,90%
	2020-10	91,90%	91,90%
	2020-11	42,43%	42,43%
	2020-12	100,00%	100,00%

Explanation	SLA violation: under-performing for 2 consecutive months		
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2020-07	problem in creating the test VM due to insufficient resources
2020-10	problem in creating the test VM due to memory quota
2020-11	problem in creating the test VM due to memory quota

IN2P3-IRES	Cloud Compute		
	Availability	Reliability	
targets	85%	90%	
previous reporting period	2020-04	99,72%	99,72%
	2020-05	97,49%	97,49%
	2020-06	100,00%	100,00%
current reporting period	2020-07	99,05%	99,05%
	2020-08	99,93%	99,93%
	2020-09	100,00%	100,00%
	2020-10	98,75%	98,75%
	2020-11	99,83%	99,83%
	2020-12	99,62%	99,62%