

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute; Notebooks

Period: 2020-04 - 2020-09

Date of report: 15-10-2020

Date of next report: 2021-04

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

Related agreements: <https://documents.egi.eu/document/3595>

Legend

Underperforming

On Target

CESGA		Cloud compute	
		Availability	Reliability
targets		95%	95%
previous reporting period		n.a.	n.a.
		n.a.	n.a.
		n.a.	n.a.
current reporting period	2020-04	99,54%	99,54%
	2020-05	97,09%	97,09%
	2020-06	90,15%	90,15%
	2020-07	93,64%	93,64%
	2020-08	97,31%	97,31%
	2020-09	95,29%	95,29%
Explanation	SLA violation: under-performing for 2 consecutive months		
	Problems with the creation of the test VMs		

INFN-CATANIA-STACK		Cloud compute	
		Availability	Reliability
targets		95%	95%

previous reporting period		n.a.	n.a.
		n.a.	n.a.
		n.a.	n.a.
current reporting period	2020-04	0,00%	0,00%
	2020-05	0,00%	0,00%
	2020-06	0,14%	0,14%
	2020-07	4,38%	4,38%
	2020-08	0,00%	0,00%
	2020-09	31,30%	31,30%
Explanation	SLA Violation: performance below the targets for more than 4 months.		
GGUS ticket	https://ggus.eu/index.php?mode=ticket_info&ticket_id=149056		
	To verify if the failures affected only the monitoring VO		

EGI-NOTEBOOKS		Notebooks	
		Availability	Reliability
	targets	95%	95%
previous reporting period		n.a.	n.a.
		n.a.	n.a.
		n.a.	n.a.
current reporting period	2020-04	99%	99%
	2020-05	84%	84%
	2020-06	94%	94%
	2020-07	100%	100%
	2020-08	100%	100%
	2020-09	99%	99%
Explanation	SLA violation: under-performing for 2 consecutive months		
	Failures due to testing server initialisation		