

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute; Notebooks

Period: 2020-10 - 2021-03

Date of report: 22/04/2021

Date of next report: --

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%
previous reporting period	2020-07	93.64%	93.64%
	2020-08	97.31%	97.31%
	2020-09	95.29%	95.29%
current reporting period	2020-10	99.36%	99.36%
	2020-11	98.46%	98.46%
	2020-12	98.52%	98.52%
	2021-01	91.18%	91.18%
	2021-02	83.82%	83.82%
Explanation	SLA violation: under-performing for 2 consecutive months.		
	Authentication failures during the creation of the test VMs.		

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

preious reporting period	2020-07	4.38%	4.38%
	2020-08	0.00%	0.00%
	2020-09	31.30%	31.30%
current reporting period	2020-10	100.00%	100.00%
	2020-11	100.00%	100.00%
	2020-12	86.45%	86.45%
	2021-01	45.55%	45.55%
	2021-02	90.93%	90.93%
	2021-03	90.61%	90.61%
Explanation	SLA Violation: performance below the targets for more than 3 consecutive months.		
As already reported in 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.			

EGI-NOTEBOOKS		Notebooks	
		Availability	Reliability
	targets	95%	95%
preious reporting period	2020-07	99.97%	99.97%
	2020-08	100.00%	100.00%
	2020-09	99.10%	99.10%
current reporting period	2020-10	100.00%	100.00%
	2020-11	100.00%	100.00%
	2020-12	100.00%	100.00%
	2021-01	100.00%	100.00%
	2021-02	98.64%	98.64%
	2021-03	100.00%	100.00%