

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2022-04 - 2022-09

Date of report: 18/10/2022

Date of next report: 2023-04

Documentation: <https://confluence.egi.eu/display/EGISLM/Service+Level+Target+-+Availability+Reliability>

Related agreements: eossc-synergy.eu <https://documents.egi.eu/document/3744>
 covid19.eosc-sy <https://documents.egi.eu/document/3590>
 worsica.vo.incd <https://documents.egi.eu/document/3738>
 cryoem.instruct <https://documents.egi.eu/document/3739>
 lagoproject.net <https://documents.egi.eu/document/3740>
 umsa.certi-sc-c <https://documents.egi.eu/document/3741>
 mswss.ui.savbk <https://documents.egi.eu/document/3742>
 o3as.data.kit.ec <https://documents.egi.eu/document/3743>

Legend

Underperforming

On Target

		Cloud Compute	
CESGA		Availability	Reliability
targets		90%	90%
previous reporting period	2022-01	99.94%	99.94%
	2022-02	100.00%	100.00%
	2022-03	99.65%	99.65%
current reporting period	2022-04	99.71%	99.71%
	2022-05	89.29%	89.29%
	2022-06	100.00%	100.00%
	2022-07	100.00%	100.00%
	2022-08	100.00%	100.00%
	2022-09	99.99%	99.99%
Explanation			

2022-05

Authentication failures

		Cloud Compute	
CESNET-MCC		Availability	Reliability
targets		90%	90%
previous reporting period	2022-01	99.79%	99.79%
	2022-02	99.50%	99.50%
	2022-03	99.38%	99.66%
current reporting period	2022-04	98.16%	98.16%
	2022-05	98.95%	98.95%
	2022-06	100.00%	100.00%
	2022-07	95.61%	95.61%
	2022-08	100.00%	100.00%
	2022-09	100.00%	100.00%
Explanation			

		Cloud Compute	
CETA-GRID		Availability	Reliability
targets		90%	90%
previous reporting period	2022-01	41.60%	41.60%
	2022-02	67.21%	67.21%
	2022-03	78.89%	78.89%
current reporting period	2022-04	58.87%	58.87%
	2022-05	65.66%	75.39%
	2022-06	98.55%	98.55%
	2022-07	99.86%	99.86%
	2022-08	99.34%	99.34%
	2022-09	96.52%	96.52%

SLA violation: under-performing for more than 3 consecutive months

The OpenStack infrastructure was reinstalled to improve the performance:

https://ggus.eu/index.php?mode=ticket_info&ticket_id=156741

		Cloud Compute	
IFCA-LCG2		Availability	Reliability
targets		90%	90%
preious reporting period	2022-01	85.22%	95.21%
	2022-02	90.74%	90.74%
	2022-03	98.77%	98.77%
current reporting period	2022-04	99.53%	99.53%
	2022-05	99.50%	99.50%
	2022-06	100.00%	100.00%
	2022-07	97.26%	97.26%
	2022-08	44.22%	99.71%
	2022-09	95.10%	95.10%
Explanation			
2022-08	Scheduled downtime for updating the services		

		Cloud Compute	
IISAS-FedCloud		Availability	Reliability
targets		90%	90%
preious reporting period	2022-01	99.93%	99.93%
	2022-02	100.00%	100.00%
	2022-03	97.89%	99.65%
	2022-04	99.81%	99.81%

current reporting period	2022-05	100.00%	100.00%
	2022-06	99.07%	99.76%
	2022-07	100.00%	100.00%
	2022-08	99.92%	99.92%
	2022-09	99.95%	99.95%

		Cloud Compute	
NCG-INGRID-PT		Availability	Reliability
targets		90%	90%
preious reporting period	2022-01	99.90%	99.90%
	2022-02	100.00%	100.00%
	2022-03	99.83%	99.83%
current reporting period	2022-04	100.00%	100.00%
	2022-05	100.00%	100.00%
	2022-06	100.00%	100.00%
	2022-07	100.00%	100.00%
	2022-08	100.00%	100.00%
	2022-09	100.00%	100.00%

		Cloud Compute	
BIFI		Availability	Reliability
targets		90%	90%
preious reporting period	2022-01	98.59%	98.59%
	2022-02	71.17%	71.17%
	2022-03	91.68%	91.68%

current reporting period	2022-04	94.60%	94.60%
	2022-05	96.94%	96.94%
	2022-06	92.67%	92.67%
	2022-07	100.00%	100.00%
	2022-08	98.12%	98.12%
	2022-09	92.26%	92.26%

		Cloud Compute	
UPV-GRyCAP		Availability	Reliability
targets		90%	90%
preious reporting period	2022-01	98.16%	98.16%
	2022-02	99.94%	99.94%
	2022-03	84.90%	96.45%
current reporting period	2022-04	100.00%	100.00%
	2022-05	100.00%	100.00%
	2022-06	98.67%	98.67%
	2022-07	94.76%	100.00%
	2022-08	85.21%	100.00%
	2022-09	99.88%	99.88%
2022-08	Scheduled downtime for annual maintenance of facilities		