

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2021-04 - 2021-09

Date of report: 12/10/2021

Date of next report: 2022-04

Documentation: <https://wiki.egi.eu> https://wiki.egi.eu/wiki/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	2021-01	91.18%	91.18%
	2021-02	83.55%	83.55%
	2021-03	96.46%	97.28%
current reporting period	2021-04	86.98%	86.98%
	2021-05	94.18%	94.18%
	2021-06	100.00%	100.00%
	2021-07	100.00%	100.00%
	2021-08	99.90%	99.90%
	2021-09	99.70%	99.70%
Explanation			

2021-04

authentication failures during the creation of the testing VMs.

		Cloud Compute	
CESNET-MCC		Availability	Reliability
targets		90%	90%
preious reporting period	2021-01	94.61%	94.61%
	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
current reporting period	2021-04	98.02%	98.44%
	2021-05	99.87%	99.87%
	2021-06	89.27%	89.27%
	2021-07	99.83%	99.83%
	2021-08	100.00%	100.00%
	2021-09	100.00%	100.00%
Explanation			
2021-06	Authentication failures during the creation of the testing VMs.		

		Cloud Compute	
CETA-GRID		Availability	Reliability
targets		90%	90%
preious reporting period	2021-01	61.09%	61.09%
	2021-02	95.20%	95.20%
	2021-03	99.18%	99.18%
current reporting period	2021-04	98.33%	98.33%
	2021-05	99.85%	99.85%
	2021-06	85.20%	85.20%
	2021-07	99.71%	99.71%
	2021-08	93.21%	93.21%

	2021-09	79.58%	82.34%
Explanation	authentication failures		
2021-01, 2021-09			

		Cloud Compute	
IFCA-LCG2		Availability	Reliability
targets		90%	90%
previous reporting period	2021-01	76.03%	87.05%
	2021-02	99.84%	99.84%
	2021-03	85.69%	85.69%
current reporting period	2021-04	98.88%	99.30%
	2021-05	99.42%	99.42%
	2021-06	100.00%	100.00%
	2021-07	100.00%	100.00%
	2021-08	99.69%	99.84%
	2021-09	100.00%	100.00%

		Cloud Compute	
IISAS-FedCloud		Availability	Reliability
targets		90%	90%
previous reporting period	2021-01	100.00%	100.00%
	2021-02	96.58%	98.38%
	2021-03	100.00%	100.00%
current reporting period	2021-04	98.99%	98.99%
	2021-05	100.00%	100.00%
	2021-06	98.37%	98.37%
	2021-07	93.60%	93.60%

	2021-08	98.73%	99.64%
	2021-09	100.00%	100.00%

		Cloud Compute	
NCG-INGRID-PT		Availability	Reliability
targets		90%	90%
previous reporting period	2021-01	100.00%	100.00%
	2021-02	96.17%	96.17%
	2021-03	100.00%	100.00%
current reporting period	2021-04	100.00%	100.00%
	2021-05	99.87%	99.87%
	2021-06	100.00%	100.00%
	2021-07	100.00%	100.00%
	2021-08	99.86%	99.86%
	2021-09	99.69%	99.69%

		Cloud Compute	
BIFI		Availability	Reliability
targets		90%	90%
previous reporting period			
current reporting	2021-05	95.04%	95.04%
	2021-06	97.48%	97.48%

period	2021-07	92.38%	92.38%
	2021-08	99.84%	99.84%
	2021-09	91.82%	91.82%

		Cloud Compute	
UPV-GRyCAP		Availability	Reliability
targets		90%	90%
previous reporting period			
current reporting period	2021-04		
	2021-05	99.83%	99.83%
	2021-06	90.43%	96.47%
	2021-07	97.78%	100.00%
	2021-08	46.26%	56.65%
	2021-09	51.54%	51.54%

SLA violation: under-performing for 2 consecutive months

authentication failures

		Cloud Compute	
IISAS-GPUCloud		Availability	Reliability
targets		90%	90%
previous reporting period	2021-01	100.00%	100.00%
	2021-02	96.58%	98.37%
	2021-03	99.83%	99.83%
	2021-04	98.43%	98.43%

current reporting period	2021-05	97.12%	97.12%
	2021-06	100.00%	100.00%