Services Performance Report

shows compliance with established SLA service targets

Audience: Ingemar Haggstrom, Carl-Fredrik Enell

Report author: EGI SLA sla@mailman.egi.eu

Service: Cloud compute

Period: 2021-07 / 2021-12

Date of report: 16/02/2022

Date of next report 2022-07

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

Related agreements: https://documents.egi.eu/document/3757

Legend

Underperforming

On Target

TR-FC1-ULAKBIM		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-04	97.53%	97.53%
	2021-05	96.89%	96.89%
	2021-06	99.88%	99.88%
current reporting period	2021-07	68.02%	68.02%
	2021-08	67.21%	67.21%
	2021-09	97.01%	97.01%
	2021-10	60.30%	60.30%
	2021-11	53.00%	53.00%
	2021-12	100.00%	100.00%

SLA violation: under-performing for 4 months in the reporting period

**As already reported in the ticket
https://ggus.eu/index.php?mode=ticket_info&ticket_id=153386 , a setting
in Nova was preventing the creation of new instances with a certain size.
The issue should have affected only the monitoring VO.**