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Towards Multi-Tenant Performance SLOs

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***Abstract*—As traditional and mission-critical relational database workloads migrate to the cloud in the form of Database-as-a-Service (DaaS), there is an increasing motivation to provide performance goals in Service Level Objectives (SLOs). Providing such performance goals is challenging for DaaS providers as they must balance the performance that they can deliver to tenants and the data center's operating costs. In general, aggressively aggregating tenants on each server reduces the operating costs but degrades performance for the tenants, and vice versa. In this paper, we present a framework that takes as input the tenant workloads, their performance SLOs, and the server hardware that is available to the DaaS provider, and outputs a cost-effective recipe that specifies how much hardware to provision and how to schedule the tenants on each hardware resource. We evaluate our method and show that it produces effective solutions that can reduce the costs for the DaaS provider while meeting performance goals.**

I. Introduction

Traditional relational database workloads are quickly moving to the cloud in the form of Database-as-a-Service (DaaS). Such cloud deployments are projected to surpass the "on-premises" market by 2014 [32]. As this move to the cloud accelerates, increasing numbers of mission-critical workloads will also move to the cloud, and in turn will demand that the cloud service provider furnish some assurances on meeting certain quality-of-service metrics. Some of these metrics, such as uptime/availability, have been widely adopted by DaaS providers as Service Level Objective (SLOs) [3], [38]. (SLOs are specific objectives that are specified in the encompassing Service Level Agreement – SLA) Unfortunately, performance-based SLOs have still not been widely adopted in DaaS SLAs. Performance-based SLOs have been proposed in other (non-DaaS) cloud settings [21], and in the near future it is likely that DaaS users will demand these SLOs (especially if they are running mission-critical database applications that require a certain level of performance). DaaS providers may also provide performance-based SLOs as a way to differentiate their services from their competitors.

DaaS providers want to promise high performance to their tenants, but this goal can often conflict with the goal of minimizing the overall operating costs. Data centers that house database services can have high fixed monthly costs that impact the DaaS providers' bottom line [14], [20]. For a DaaS provider, servicing the same tenants with fewer servers decreases the amortized monthly costs [36]. Hence, consolidation via *multi-tenancy* (where multiple database tenants are run on the same physical server) is a straight-forward way to increase the cost-effectiveness of the DaaS deployment.

In a traditional single tenant database setting, two key factors that determine performance are: a) The workload characteristics; and b) The server hardware on which the database management system (DBMS) is being run. In a multi-tenant setting, the degree of multi-tenancy becomes an additional factor that impacts performance, both for the overall system and the performance that is experienced by each individual tenant. In general, increasing the degree of multi-tenancy decreases per-tenant performance, but reduces the overall operating cost for the DaaS provider.

The important question then for a DaaS provider is how to balance multi-tenancy with performance-based SLOs. The focus of this paper is on posing this question and presenting an initial answer. We fully acknowledge that there are many open questions that need to be answered beyond our work here, which points to a rich direction of future work.

In this paper, we propose a general DaaS provisioning and scheduling framework that optimizes for operating costs while adhering to desired performance-based SLOs. Developing a framework to optimize DBMS clusters for performance-based SLOs is challenging because of a number of specific issues, namely: (a) The DaaS provider may have a number of different hardware SKUs (Stock Keeping Units) to choose from, and needs to know how many machines of each SKU to provision for a given set of tenants – thus the provider needs *a hardware provisioning policy*; and (b) The DaaS provider also needs to know an efficient mapping of the tenants to the provisioned SKUs that meets the SLOs for each tenant while minimizing the overall cost of provisioning the SKUs – thus the DaaS provider needs a *tenant scheduling policy*. Note that the tenants on the same server may have different performance requirements, and the tenants may interfere with each other, making the mapping of tenants to the SKUs challenging.

Let us consider a concrete example to illustrate these issues. Assume that a DaaS provider has many tenants that have workloads that are like TPC-C scale factor 10. The performance metric that is of interest here is transactions per second (tps). Assume that the DaaS provider has 10,000 tenants split into two classes: '**H**' and '**L**'. The tenants in the **H** class are associated with a high performance SLO of 100 tps, whereas the tenants in the **L** class are associated with a lower performance SLO of 10 tps (and presumably a lower price). Assume that 20% of the tenants (2000 tenants) belong

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to the class H and the remaining (8000 tenants) belong to the class L. For this example, imagine that there is only one SKU, and assume that all the tenants have the same query workload characteristics (i.e., all tenants have the same query workload, and issue queries to the server with the same frequency).

To find a hardware provisioning policy and the associated tenant scheduling policy, we first need to understand how the performance of the tenants in class H (and class L) changes for a workload that consists of a mix of these tenants. In other words, we need to characterize the performance that *each* tenant sees for varying mixes of tenants from the two classes, when these tenants are scheduled on the same server. We capture this performance trait in a *SKU performance characterizing model*.

To produce the SKU performance characterizing model, we first benchmark the server SKU for a *homogeneous* mix of tenants. This benchmark shows that we can accommodate around 25 tenants of class H (100 tps). Scheduling more than 25 tenants results in the tps dropping below 100 tps, and hence breaks the performance SLO. Similarly, we find that this SKU can accommodate up to 100 tenants of class L (10 tps). Points A and B in Figure 1 correspond to the findings from this homogeneous benchmark. (Below we describe what Figure 1 shows in more detail.)

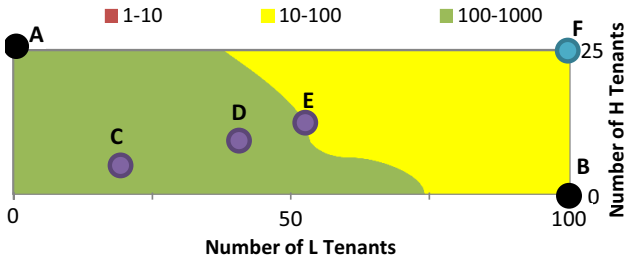
The homogeneous benchmark above defines the boundaries of how many tenants of each class we can pack on a given server. Next, we need to characterize the space to allow for an arbitrary mix of tenants. We note that while it is possible that an optimal hardware provisioning policy and associated tenant scheduling policy could only have SKUs with homogeneous tenants (i.e., no SKU has a mix of tenants from the two classes), it is also possible that the optimal policy has a mix of tenants from the two classes on some or all the SKUs. This may be the case if different tenant workloads have different resource utilizations (memory vs. disk vs. CPU) on a SKU. Thus, the SKU performance characterizing model must also consider *heterogeneous* mixes of tenants.

To complete the SKU performance characterizing model, we need to benchmark the server for varying mixes of tenants from the two performance classes, and measure the throughput that each tenant in each class sees. Figure 1 shows the SKU performance characterizing model for an actual SSD-based server SKU using experimental results for the 100 tps and the 10 tps TPC-C tenant classes. (See Section II for details.)

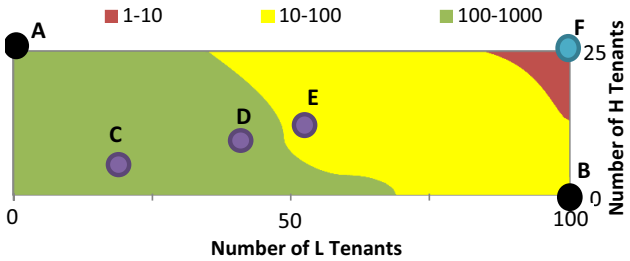
In Figure 1, the performance of the class H tenants is shown in Figure 1(a), while the performance that the class L tenants experience is shown in Figure 1(b).

First, consider a homogeneous tenant scheduling policy that uses only the points A (25 100tps tenants), and B (100 10tps tenants). In this case, the DaaS provider needs to provision 160 SSD-based servers for the 10,000 tenants (80 for the H class tenants, and 80 for the L class tenants).

But, could we do better than using a homogeneous tenant scheduling policy? To answer this question, we need to systematically explore the entire space of tenant workload mixes, and the associated hardware provisioning (to compute



(a) Performance (tps) for class H tenants



(b) Performance (tps) for class L tenants

Fig. 1. Average performance seen by tenants in class H (100tps) and class L (10tps) on TPC-C scale factor 10 database, as the tenant mix is varied. In both figures, circles annotated with the same letter correspond to the same operating point.

the operating cost). Essentially, we need to explore the entire space shown in Figure 1. Note that some of the points in this space are not feasible "solutions", as they violate the performance SLOs. For example, at the operating point F in Figure 1(a), the H class tenants see a performance level that is below 100 tps, since the point F is in the yellow zone that corresponds to 10-100 tps. In Figure 1(b), at point F, the L class tenants do not reach a satisfactory performance either.

On the other hand, in Figure 1, the operating points C, D, and E are all feasible, but they result in different hardware provisioning policies, which in turn impacts the overall operating costs. In this case, the operating point E is the most cost-effective of these three operating points, because it only requires 143 SKUs (14 H tenants and 56 L tenants per SKU). In contrast, the operating point D (10 H and 40 L tenants per SKU) and the operating point C (5 H and 20 L tenants per SKU) require 200 and 400 SKUs respectively. Notice that the policy from point E results in 17 fewer servers required than the homogeneous policy from point A and B.

The problem illustrated above becomes even more complicated if the DaaS provider has a mix of SKUs to choose from. In this case, assume that the DaaS provider has another SKU that is cheaper, but has lower overall performance on this workload. In this case, the DaaS provider needs to consider the cost ratio between the two different SKUs and the relative performance differences, and provision hardware that reduces the overall operating cost. Note that the lowest cost feasible operating point could involve deploying a mix of the two (or, in general, more) SKUs, as shown by various examples in Section III. Thus, the overall optimization problem involves finding a mix of SKUs to deploy for a given set of tenants belonging to different performance-based SLO classes, along with a tenant scheduling policy for each deployed SKU. In

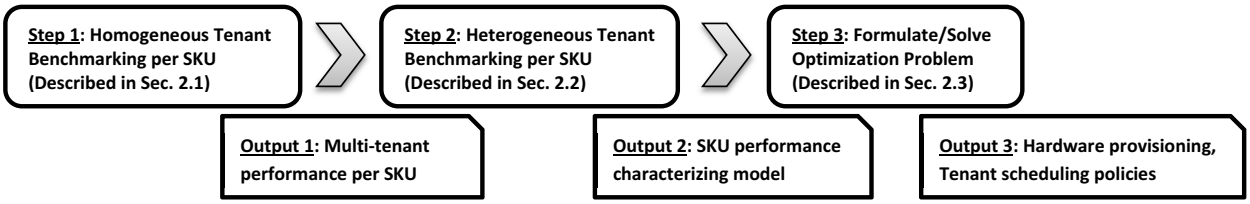


Fig. 2. A workflow diagram for using our framework.

this paper we present and evaluate a solution to this problem.

This paper makes the following contributions:

- To the best of our knowledge, this is the first paper to formulate and explore the problem of how to provision servers in a DaaS environment with the goal of providing performance-based SLOs.
- We develop an optimization framework to address the problem above. This framework outputs an SLO compliant tenant scheduling strategy and a cost-minimizing hardware provisioning strategy that together serve as the recipe for deploying resources and operating the DaaS for the input workload.
- We evaluate our method and demonstrate the effectiveness of our approach.

The remainder of this paper is organized as follows: We present our framework in Section II, and present empirical results in Section III. Related work is discussed in Section IV, and Section V contains our concluding remarks and points to some directions for future work.

II. Performance SLO Framework

In this section, we describe our optimization framework, which has three steps as shown in Figure 2. Recall that the goal of this framework is to provide hardware provisioning and tenant scheduling policies that minimize the costs to DaaS providers while satisfying the performance-related specifications in tenant SLOs.

In the first step in Figure 2 (described in Section II-A), we benchmark the performance of each server SKU in a *homogeneous* multi-tenant environment. At the end of this step, we understand the tenant performance for each tenant class on each hardware SKU, producing Output 1 in Figure 2. From this first step, for a specific performance level, we can determine the maximum number of tenants of a given class that can be scheduled on a specific server SKU, such that the performance SLOs can be satisfied for each tenant. Essentially, in this step we find points like A and B in Figure 1 for every tenant class for every hardware SKU.

The next step, marked as Step 2 in Figure 2, uses Output 1 to compute the boundaries of the space of mixed class workloads that should be considered. Then, for each hardware SKU this space is characterized by running actual benchmarks. In other words, Step 2 computes Figure 1 for every hardware SKU as Output 2. Now, we understand the impact of scheduling a workload with tenants that have different SLO requirements on the same server box. This step is discussed in more detail in Section II-B.

The last step in Figure 2 takes as input the set of SKU performance characterizing models (i.e., Output 2) and computes an optimal strategy to deploy the workload. This step uses an optimization method that takes as input (i) A set of performance SLOs; (ii) A set of hardware SKUs with specific costs and performance characteristics; (iii) A set of tenants with different performance SLOs to be scheduled; and computes the hardware provisioning and the tenant scheduling policies that minimize costs while satisfying all SLOs. This step is discussed in more detail in Section II-C.

A. Characterizing Multi-Tenant Performance

This section discusses the first step in our framework that is shown in Figure 2.

1) Workload and Performance Metric: To make the discussion concrete, in this paper we use TPC-C as a model workload, which has also been used before to study DaaS [17].

Each of our TPC-C transactions were implemented as stored procedures within SQL Server. Our application driver issued stored procedure calls to SQL Server via .NET connections from network attached clients. Like prior studies [23], we maintained the full transaction mix ratio as dictated by TPC but eliminated think-time pauses, implemented each tenant with a single remote application driver, and did not scale the number of clients with warehouses. As a performance metric, we use the throughput of the *new-order* transactions, as is done for reporting TPC-C results[1].

2) Hardware SKUs: Table I shows the two server SKUs, *ssdC* and *diskC*, that we use in this paper. Both servers are identical except for the storage subsystem. Both server SKUs are configured with low-power Nehalem-based L5630 Intel processors (dual quad cores), and 32GB DDR3 memory, running Windows Server 2008R2 and the latest internal version of SQL Server. The OS and the DBMS are installed on a separate 10K RPM 300GB SAS drive. In the *ssdC* configuration, all the data files and log files of the database are stored on three Crucial C300 256GB SSDs while in the *diskC* configuration, these are stored on three 10K RPM 300GB SAS drives.

We note that the storage subsystem has a big impact on the RDBMS performance in a multi-tenant environment, since the load imposed on the hardware when serving independent tenant requests naturally leads to randomized data access. This behavior is in contrast to traditional single-tenant environments

[1]Disclaimer: While we have used the TPC-C benchmark as a representative workload in this paper, the results presented are not audited or official results, and, in fact, were not run in a way that meets all of the benchmark requirements. Consequently, these results should not be used as a basis to determine SQL Server's performance on this or any other related benchmarks.

TABLE I
TWO SERVER CONFIGURATIONS (SKUs)

	ssdC	diskC
CPU	2X Intel L5630	2X Intel L5630
RAM	32GB	32GB
OS Storage	10K SAS 300GB	10K SAS 300GB
DB Data	2X Crucial C300 256GB	2X 10K SAS 300GB
DB Log	Crucial C300 256GB	10K SAS 300GB
RAID Cntlr w/BBC	YES	YES
Cost	$4,500	$4,000

where the DBMS schedules data accesses to be as sequential as possible.

3) Multi-Tenancy and Performance: There are many ways to deploy a DaaS on a cluster with multi-tenancy [4], [5], [15], [17], [32]. We list four main approaches to housing tenants that have emerged recently in decreasing order of complexity: (1) all tenant data are stored together within the same database and the same tables with extra annotation such as 'TenantID' to differentiate the records from different tenants [4], [5]; (2) tenants are housed within a single database, but with separate schemas to differentiate their tables and provide better schema-level security; (3) each tenant is housed in a separate database within the same DBMS instance (for even greater security); (4) each tenant has a separate Virtual Machine (VM) with an OS and DBMS, which allows for resource control via VM management [17].

We use option 3 to implement multi-tenancy, since this option above provides a good trade-off between wasted resources due to extra OSs in the VM method (option 4), and the complex manageability and security issues associated with options 1 and 2 [17]. Looking at the other options is an interesting direction for future work.

In our experiments, we consider a workload comprised of 1GB TPC-C tenants with 10 warehouses. We recorded the average per-tenant TPC-C transactions per second achieved on both hardware SKUs for varying degrees of multi-tenancy over a timespan of 100s. These results are shown in Figure 3.

There are a few important observations from Figure 3. First, on our hardware SKUs, the only way tenants can achieve a performance of 100tps is if their datasets almost completely fit in memory. Note the drop-off in tps when the number of tenants is increased beyond 25 (i.e., after the combined tenant size crosses $25GB$). Second, when the datasets fit completely in memory, the cheaper *diskC* server can deliver the same per-tenant performance as the more expensive *ssdC* server since the storage subsystem is not the bottleneck. Finally, notice that at the lower performance levels, the *ssdC* server can support significantly more concurrent tenants than the *diskC* server. This behavior is due to the better random I/O performance of the SSD storage compared to the mechanical disk storage. For instance, in Figure 3, the measured log disk utilization at 10 tenants for the *ssdC* and *diskC* SKUs was 39% and 41% respectively. As we increased the number of tenants to 25, the log disk utilization increased to 50% and 66% for these two SKUs respectively. Finally, at 50 tenants and beyond, the log disk utilization is saturated at more than 95% for both SKUs.

The curve shown in Figure 3 defines the maximum number

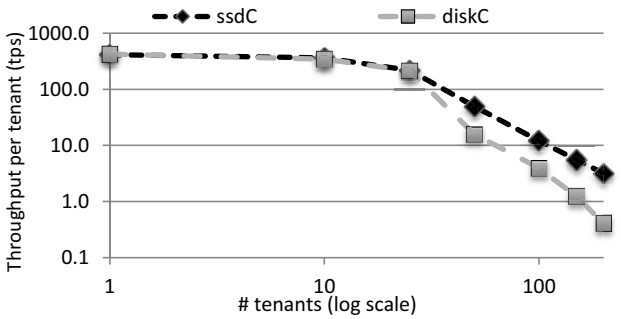


Fig. 3. Performance for the ssdC and diskC SKUs (see Table I) as we increase the number of tenants on a single SKU.

of tenants that each SKU can support while maintaining a specific performance level per tenant. This homogeneous multi-tenant benchmarking is a necessary first step since it defines the boundaries of the performance that the DaaS provider can promise in their SLOs.

Definition 2.1: Let the set $S = \{s_1, s_2, ..., s_k\}$ represent the k SLOs published by a DaaS provider.

Typically, $k > 1$ since different tenants may require (and be willing to pay for) different levels of performance. Given a set of tenants with different SLOs to schedule on a cluster, a natural scheduling policy is to schedule the tenants of each class on the type of server that can handle the most number of tenants of that class. However, this approach ignores the relative cost of different SKUs, as well as the possibility of scheduling tenants of different classes on the same server to reduce the overall provisioning and operating costs. The next step (Section II-B) is to determine the behavior of a single SKU when loaded with tenants that are associated with different SLOs.

B. Characterizing Heterogeneous SLOs

A number of mechanisms can be used to provide different performance SLOs on the same server. One simple mechanism is resource governance whereby tenants are allocated specific amounts of critical resources like CPU and DBMS buffer pages to limit their resource consumption. Another mechanism is to use an admission control server that throttles incoming tenant requests accordingly. Studying the different mechanisms to implement performance SLOs is an interesting topic, but is orthogonal to our optimization framework, and hence beyond the scope of this paper.

To avoid the additional complexity of an admission control server, we chose to simulate a buffer pool resource governance mechanism on top of SQL Server. In our method, we start separate SQL Server instances within each physical server with one instance for each SLO class s_i (there are k of these as per Definition 2.1). All tenants that belong to the same SLO class s_i are assigned to the same SQL Server instance. The performance of each SQL Server instance is throttled by limiting the amount of main memory that is allocated to it. The amount of main memory that is allocated to each SQL Server instance (SLO class) is an average of two factors. The first factor is the fraction of the tps requirements for that SLO class compared to the aggregate total tps across all the SLO

classes. The second factor is the ratio of tenants in that SLO class to the total number of tenants. This memory allocation method provides a balance between allocating memory purely based on tps and purely based on the number of tenants. (We experimented with other methods, but found that this method provided the best overall behavior allowing us to pack far more tenants per SKU than other simpler methods. In the interest of space we omit these additional details.)

Recall that Figure 3 characterizes the performance of the server SKUs *ssdC* and *diskC* when all the tenants on a SKU have equal access to resources. Given tenants with different SLOs (Definition 2.1), we need to characterize the performance delivered by each server SKU to each tenant class s_i. For this purpose, we use a SKU performance characterizing function, which is described next.

Definition 2.2: For a given SKU, let $\vec{b} = [b_1\ b_2\ ...\ b_k]^T$ where b_i represents the number of tenants of class s_i scheduled on the server. For this server, the SKU performance characterizing function, $f(\vec{b})$, represents the performance delivered over a specific time interval for different tenant scheduling policies. Here $f(\vec{b}) = [\phi_1\ \phi_2\ ...\ \phi_k]^T$ where ϕ_i is the random variable representing the performance achieved by the tenants of class s_i scheduled on the server.

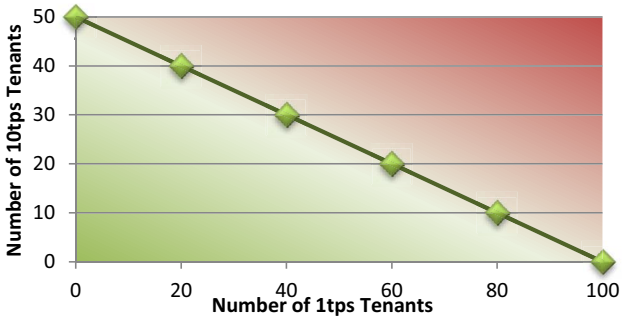
Using this definition for function f, it is possible to provide the performance SLOs in the same way as the current uptime SLAs. For instance, say that for a given SKU with a load defined by $\vec{b}$, we determine that the distribution of the measured performance over 100 seconds for the tenants of class s_i (say, a 100tps class) is normal, with an average of 130 tps and a standard deviation of 10tps; that is, $\phi_i \sim N(130, 10)$. Then, according to the definition of a normal distribution, for all the 100tps tenants that are scheduled on this server, we can guarantee the desired performance 99.6% of the time.

The ability to provide such guarantees makes our formulation of the SKU characterizing function f very powerful in defining performance SLOs. In practice, fully characterizing f is likely to be very challenging and one has to simplify this function. In this paper, we consider the following simplification of f to a boolean characterizing function (exploring other options is an interesting direction for future work).

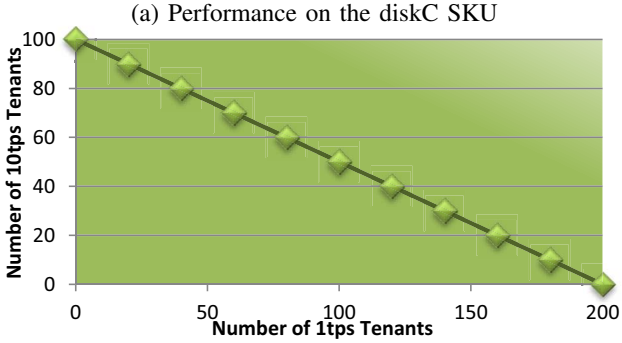
Definition 2.3: Given a certain server SKU and $\vec{b}$ from Definition 2.2, a simplified boolean SKU performance characterizing function $\hat{f}(\vec{b})$ returns true if all the tenants achieve their respective SLO performance based on a set of summary statistics of the random variables and false otherwise.

As a simplification for our experiments, we ignored other statistics such as variance and defined $\hat{f}(\vec{b})$ in terms of the average transactions per second over 100s. For example, consider Figure 1, we plotted $f(\vec{b}) = [E[\phi_1]\ E[\phi_2]\ ...\ E[\phi_k]]^T$ for *ssdC* (see Table I) for two SLO classes, $S = \{100tps, 10tps\}$.

Having defined the SKU performance characterizing function, the next question is to find acceptable operating zones that deliver the promised performance to each tenant in each class s_i. Again, using Figure 1 as an example, we wish to compute the area in both subfigures where both the 100tps tenants and the 10tps tenants meet their performance requirements. This



(a) Performance on the diskC SKU



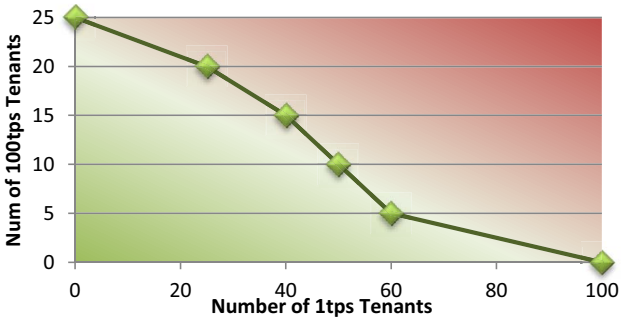
(b) Performance on the ssdC SKU

Fig. 4. SKU performance characterizing functions for $S = \{10tps, 1tps\}$

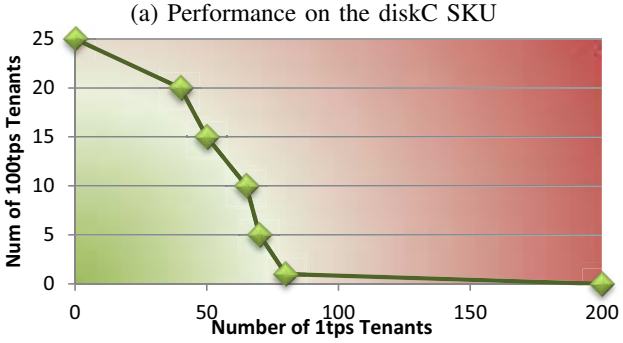
area defines the acceptable "operating zone" for the *ssdC* SKU, and is distinguished from the other areas using Definition 2.3.

To evaluate the function $\hat{f}$, a systematic search of the tenant scheduling space is performed as follows: We first start by scheduling the maximum number of highest-performance tenants as determined by the benchmarking step in Section II-A. Then, we systematically substitute a fixed small number of these highest-performance tenants with low-performance tenants (if there are more than two tenant classes, in this step, we can iterate through fixed size combinations of the lower performance tenant classes). For each sample, we run a benchmark with the current mix of tenants, and record the observed per-tenant performance. If the observed performance satisfies all tenant SLOs, then $\hat{f}$ returns true for this tenant scheduling policy and for all other scheduling policies where there are fewer tenants in any of the classes. If $\hat{f}$ returns true, we also try adding more low-performance tenants (iteratively in every low performance class) and repeat the experiment. We keep pushing up the number of the tenants in the low performing tenant class(es) until $\hat{f}$ returns false, in which case we know we have reached the boundary of the $\hat{f}$ function. Thus, we determine a tenant scheduling "frontier", so that $\hat{f}$ is true on one side of the frontier and false on the other side. (As part of future work, it would be interesting to consider obtaining this frontier via other methods such as augmenting the query optimizer module to generate/estimate this frontier [11], [18].)

1) Frontier for the SLO mix – 10tps and 1tps: Consider the SLO set $S = \{10tps, 1tps\}$, and the SKUs ssdC and diskC (see Table I). The frontiers for this case are shown in Figure 4 as the solid black line. The diamond points in this figure rep-



(a) Performance on the diskC SKU



(b) Performance on the ssdC SKU

Fig. 5. SKU performance characterizing functions for $S = \{100tps, 1tps\}$

resent some of the actual benchmark tests that were run. The points that lie *above* a frontier line represent tenant scheduling policies that *fail* to meet tenant SLOs ($\hat{f} = false$), whereas the points that lie *on* the frontier line will satisfy all tenant SLOs. The area below the frontier line contains scheduling policies that will satisfy tenant SLOs but potentially waste resources (i.e., are potentially over-provisioned).

An interesting point about the performance characteristics shown in Figure 4 is that the bottleneck for the points in the frontier is the log disk. Each database has a log file and as more tenants are added, the I/Os to the log disk become more random, and each log I/O becomes relatively more expensive. As a result, if we look at the pure 10tps case (upper left point in the graph) and remove x of the 10tps tenants, we can add far fewer than $10x$ 1tps tenants.

Having a linear frontier as is the case in Figure 4 implies that we can add/remove tenants of different classes to a server according to a constant ratio. For example, consider again the frontier for the *diskC* SKU (Figure 4(a)) and the *ssdC* SKU (Figure 4(b)). The slope of the lines in both graphs is $-\frac{1}{2}$, which implies that for any operating point along these two frontier lines, the DaaS provider can safely swap one 10tps tenant for two 1tps tenants. Thus, a linear frontier simplifies the tenant scheduling policies. As we discuss below, we may not always observe a linear frontier.

2) Frontier for the SLO mix – 100tps and 1tps: Suppose that a DaaS provider wishes to publish a 100tps SLO. From Figure 3, we know that for both SKUs, we are limited to about 25 100tps tenants on either SKU. Figures 5(a) and (b) show the observed frontiers for both the *diskC* and *ssdC* SKUs respectively, for $S = \{100tps, 1tps\}$. The frontiers are no longer linear and show that if we start from the case of only

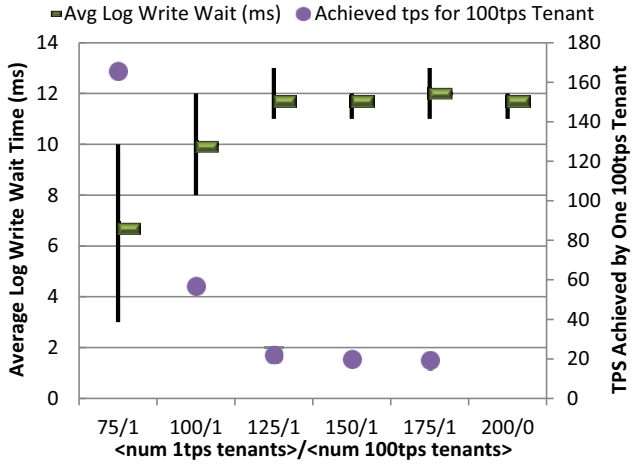


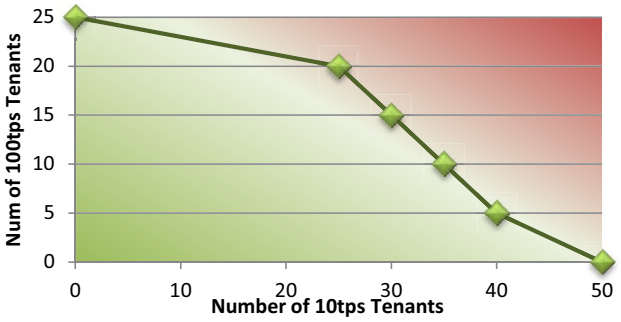
Fig. 6. Average database log write wait time with vertical bars spanning the 1^{st} to the 3^{rd} quartiles, along with the average tps achievable by a single 100tps tenant on the *ssdC* SKU.

100tps tenants (upper left point in both graphs), the initial curve is convex and then tapers off into a concave shape. At the "only 100tps tenants" point, the system is memory bound (see Figure 3). As we move to the right along the frontier, the system now becomes log disk bound.

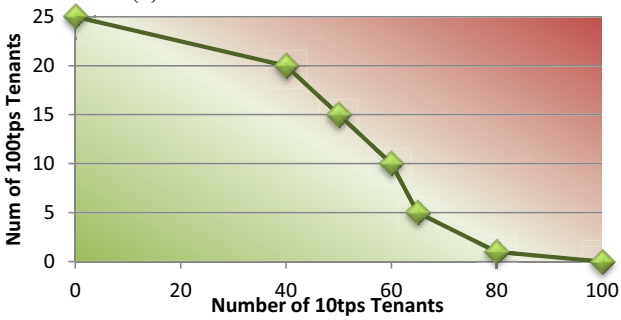
The initial shape of the frontier is convex since the log disk saturates a little beyond the proportions dictated by the line formed by connecting the two end points of the frontiers. For example, in Figure 5(a) as we move from the 25 100tps case to the right, we reach a point where there are 20 100tps tenants. If the frontier were linear, then we should only be able to add $5 \times 4 = 20$ 1 tps tenants, but we can add 25 1tps tenants before the log disk saturates.

Now consider the concave tail of the frontier in Figure 5. Again this has to do with the log disk. Consider the (bottom) right-most point in the frontier. Here we have only 1 tps tenants. At this point, the system is bottlenecked on the log disk. This behavior is captured in Figure 6, which plots the log disk performance (y axis) of an *ssdC* server with one 100tps tenant as the number of 1tps tenants is varied (x axis). The log write wait time is shown as a range by a vertical bar where the low point denotes the first quartile and the high point denotes the third quartile. The horizontal (green) bar denotes the average. The performance achieved by the 100tps tenant (shown on the right vertical axis) is plotted using round dots.

In Figure 6, we see that at the 200/0 point, the log disk writes takes an average of 12 ms (and the log disk is saturated at this point). If we move to the left from this point by dropping 25 1 tps tenants and adding one 100 tps tenant, then the 100tps tenant only achieves around 20 tps. As we continuously decrease the number of 1tps tenants by 25, we observe that the average log write wait time decreases only after 125 1tps tenants. The performance achieved by the 100tps tenant very closely follows with a jump at 100 1tps tenants. These results show why scheduling one 100tps tenant onto the server in Figure 5 requires a substantial drop in 1tps



(a) Performance on the diskC SKU



(b) Performance on the ssdC SKU

Fig. 7. SKU performance characterizing functions for $S = \{100tps, 10tps\}$

tenants. To summarize, *a high performance tenant requires disproportionately large headroom in log disk provisioning to process transactions with a high throughput. Thus, even though the tenants are all running the same workload, the sheer increased performance requirement of some tenants over others causes resource requirement disparities similar to tenants running different workloads.*

3) Frontier for the SLO mix – 100tps and 10tps: Now let us consider a mix of 100tps and 10tps tenants, i.e., $S = \{100tps, 10tps\}$. The results for this case are shown in Figures 7(a) and (b) for the diskC and the ssdC SKUs respectively. For the same reasons as discussed in Section II-B2, we observe the a knee near the lower right corner of the frontier line, and a convex shape near the upper left corner of the frontier line.

C. Step 3: Putting It All Together

In the previous section, we described how to compute the SKU performance characterizing function for each SKU. We can now use these functions to formulate and solve the optimization problem for provisioning hardware and scheduling tenants that satisfy different performance SLOs (namely Step 3 in Figure 2).

Definition 2.4: M is a multiset $\{m_1, m_2, ..., m_p\}$ where each m_j represents a server SKU defined by a pair $m_j = (\hat{f}_j, c_j)$ where function $\hat{f}_j$ is the simplified SKU characterizing function (defined in Definition 2.3) and c_j represents the amortized monthly operating cost for a server.

Note that since M is a multiset, m_j need not be unique. This allows a single server SKU to be scheduled with tenants in different ways.

Recall that we have the set of published SLOs as defined in Definition 2.1. We must now associate each tenant with its corresponding SLO.

Definition 2.5: Let t_i represent the set of tenants that subscribe to SLO s_i as defined in Definition 2.1. We represent all tenants by the set $T = \cup_{i=1}^{k} t_i$.

Using Definitions 2.1 to 2.5, the following definition describes the main optimization (minimization) problem.

Problem Definition 1: Given the sets S, T, and multiset M, compute $a = [\alpha_1\ \alpha_2\ ...\ \alpha_p]$ and $B = [\vec{b_1}\ \vec{b_2}\ ...\ \vec{b_p}]^T$, where α_i is the needed number of servers of type m_i, and $\vec{b_i}$ is a vector of length k indicating how many tenants of each of the k SLO classes should be scheduled on an individual server of type m_i. The objective function $C = \Sigma_{i=1}^{p} \alpha_i c_i$ satisfies the following constraints:
Constraint 1 : $aB = [|t_1|\ |t_2|\ ...\ |t_k|]$ (cover all the tenants)
Constraint 2 : $\hat{f}_i(\vec{b_i})$ returns true for $1 \leq i \leq p$ (all SLOs are satisfied)

Problem Definition 1 is a non-linear programming problem in the general case [2]. Here, we need to compute the following variables:

(1) a – the number of servers used for each SKU. This vector determines the total cost for provisioning the servers.
(2) B – the tenant scheduling policy.

The entire space of solutions does not need to be fully explored since the feasible regions are defined by the $\hat{f}$ characterizing functions and the curves defined by Constraint 1 of Problem Statement 1. Since our space of solutions is relatively small, a brute-force solver that explores the non-negative integer space bounded by these curves sufficed for our purposes. [3] Exploring other approaches is part of future work.

With this brute-force solver and the experimental results from Section II-B, we now have the tools that we need to evaluate our framework.

III. Evaluation

In this section we apply the framework described in Section II to hypothetical DaaS scenarios to illustrate the merits of the hardware provisioning and tenant scheduling policies obtained as solutions to the cost-optimization problem defined in Problem Definition 1.

In our evaluation, we assume that the hypothetical DaaS provider must accommodate a total of 10,000 tenants running TPC-C scale 10 workloads, with two available SKUs – *ssdC* and *diskC* – as described in Section II-A2. We varied the following three parameters to arrive at the 12 scenarios listed in Table II.

[2]In simple cases, we can parameterize the problem into a linear programming problem, but this is increasingly onerous when faced with non-linear piecewise frontier functions that characterize the server SKUs. The approach we take to solving the non-linear programming problem is much more straightforward.

[3]For a 5000 100tps tenant and 5000 10tps tenant problem, our single-threaded brute-force solver finds a solution within 80 seconds on a 2.67Ghz Intel i7 CPU.

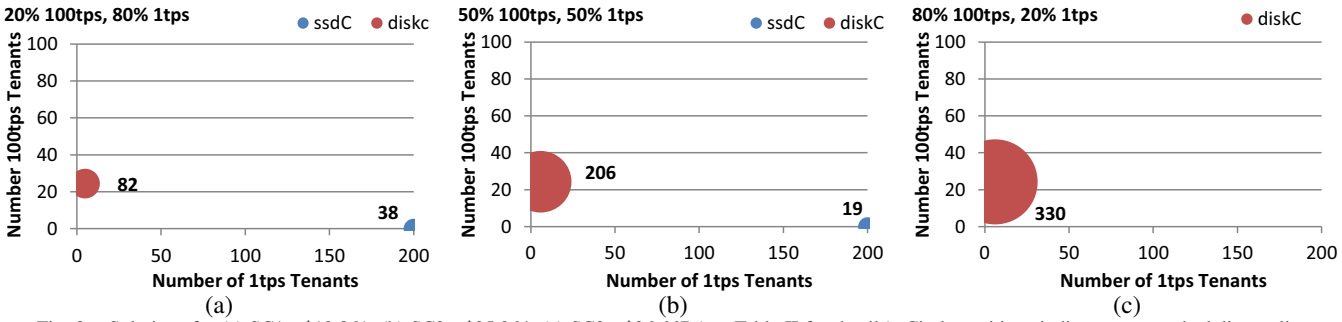


Fig. 8. Solutions for (a) SC1 - $13,861; (b) SC2 - $25,264; (c) SC3 - $36,667 (see Table II for details). Circle positions indicate tenant scheduling policy and circle size/annotation indicate hardware SKU provisioning policy.

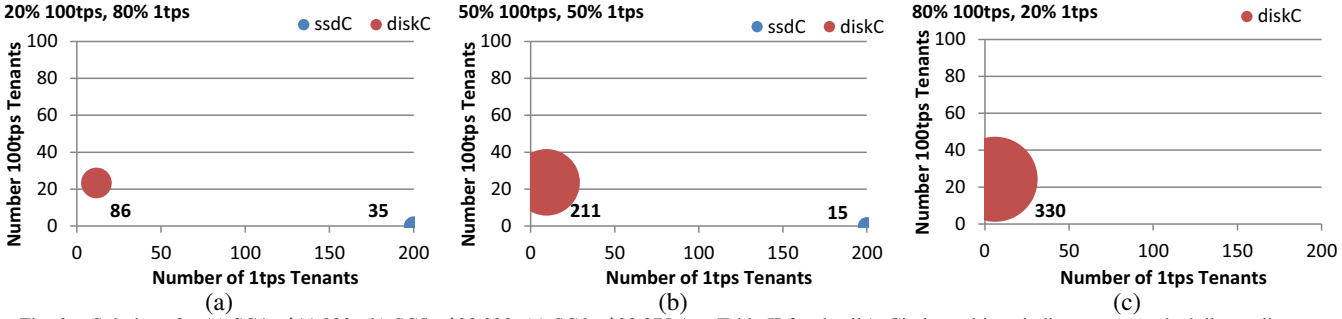


Fig. 9. Solutions for (a) SC4 - $11,900; (b) SC5 - $20,338; (c) SC6 - $28,875 (see Table II for details). Circle positions indicate tenant scheduling policy and circle size/annotation indicate hardware SKU provisioning policy.

TABLE II
EXPERIMENTAL PARAMETERS FOR EVALUATING VARIOUS SCENARIOS. TENANT RATIOS DIVIDE 10,000 TENANTS ACROSS TWO SLOS FOR EACH SCENARIO. THE *ssdC* SKU AMORTIZED COST OVER 36 MONTHS IS $125.

Scenario	SLO set	Tenant Ratio	diskC Amortized Cost
SC1	S_2={100tps, 1tps}	20:80	$111
SC2	S_2={100tps, 1tps}	50:50	$111
SC3	S_2={100tps, 1tps}	80:20	$111
SC4	S_2={100tps, 1tps}	20:80	$88
SC5	S_2={100tps, 1tps}	50:50	$88
SC6	S_2={100tps, 1tps}	80:20	$88
SC7	S_3={100tps, 10tps}	20:80	$111
SC8	S_3={100tps, 10tps}	50:50	$111
SC9	S_3={100tps, 10tps}	80:20	$111
SC10	S_3={100tps, 10tps}	20:80	$88
SC11	S_3={100tps, 10tps}	50:50	$88
SC12	S_3={100tps, 10tps}	80:20	$88

(1) Published set of SLOs: We limited ourselves to two sets of SLOs discussed in Section II-B, namely $S_2 = \{100tps, 1tps\}$, and $S_3 = \{100tps, 10tps\}$. We used average tps over 100s as the metric to determine if an SLO is satisfied or not. The results for SLO class $S_1 = \{10tps, 1tps\}$ where the linear characteristic functions along with the superior performance/$ of the ssdC SKU result in pure ssdC provisioning strategies can be found in an extended version of this paper [29].

(2) Tenant ratios: For each SLO set S_i, we varied the relative proportion of tenants belonging to one SLO versus the other. We used three ratios in our scenarios – 20:80, 50:50 and 80:20. For instance, a 20:80 ratio for the SLO set $\{100tps, 1tps\}$ means that 2000 tenants are associated with the 100tps SLO while 8000 tenants are associated with the 1tps SLO.

(3) Relative costs between server SKUs: The true purchase costs of a single *ssdC* and *diskC* server are $4,500 and $4,000 respectively. Amortized over 36 months [20], we arrived at monthly costs of $125 and $111 respectively. Although in reality the *diskC* server is 10% cheaper than *ssdC*, we also considered a hypothetical *diskC* price point of $3,150 ($88 amortized, 30% less than *ssdC*) to consider what happens if the relative costs of the hard disks were lower (e.g., if we had used cheaper SATA3 disks). We note that this method of running our framework with different scenarios can potentially be used by a DaaS provider as a way of "scoping out" the impact of varying SKUs when making a purchasing decision.

A. Solutions From The Framework

Hardware provisioning and tenant scheduling policies are depicted using bubble plots in a 2-dimensional space. Each bubble represents a single hardware SKU with a specific tenant schedule as determined by the coordinates of the center of the bubble. The size of the bubble denotes the number of servers provisioned from that SKU (i.e., α_i in Problem Definition 1). The position of the bubble corresponds to the the tenant scheduling policy represented by vector $\vec{b}_i$ in the problem definition. That is, the y coordinate is the number of high-performance tenants scheduled on that SKU, and the x coordinate is the number of low-performance tenants. Recall that Definition 2.4 allows a single hardware SKU to be used multiple ways with different tenant scheduling policies. Thus, even though we have only two types of servers, *ssdC* and *diskC*, a single plot may contain more than two bubbles.

Next, we discuss the hardware provisioning and tenant

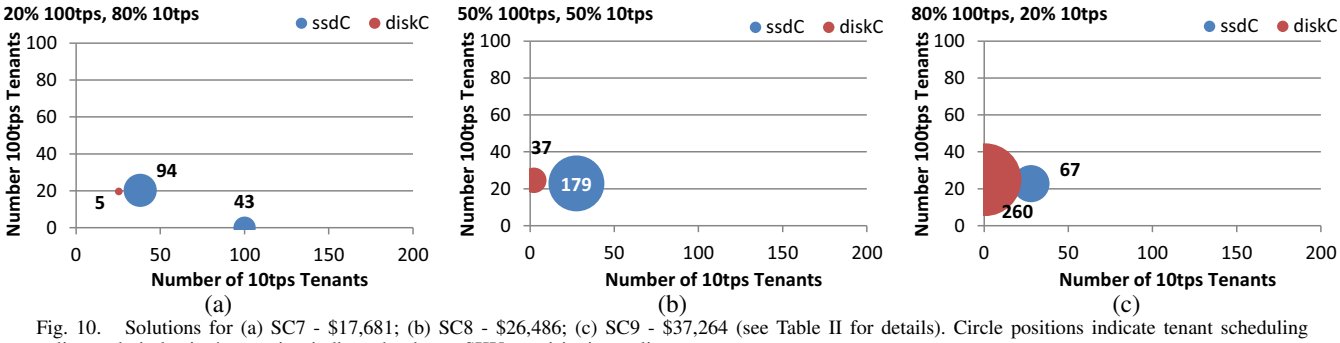


Fig. 10. Solutions for (a) SC7 - $17,681; (b) SC8 - $26,486; (c) SC9 - $37,264 (see Table II for details). Circle positions indicate tenant scheduling policy and circle size/annotation indicate hardware SKU provisioning policy.

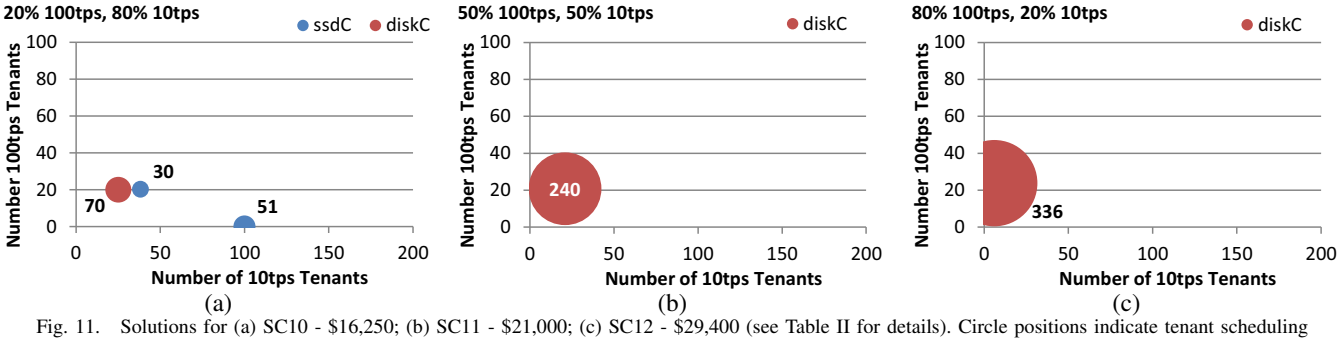


Fig. 11. Solutions for (a) SC10 - $16,250; (b) SC11 - $21,000; (c) SC12 - $29,400 (see Table II for details). Circle positions indicate tenant scheduling policy and circle size/annotation indicate hardware SKU provisioning policy.

scheduling policies obtained for each set of SLOs in turn.

1) SLO Set 2 – 100tps and 1tps: Figures 8(a)-(c) show the optimal hardware provisioning and the tenant scheduling policies for scenarios SC1, SC2, and SC3 respectively (*diskC* costs 10% less than *ssdC*). As expected, the cheaper *diskC* SKU plays a large role in the optimal solution. In fact, when the tenant mix contains a large proportion of 100tps tenants (Figure 8(c)), the *ssdC* SKU is not used at all! Furthermore, note that even when the *ssdC* servers are used (Figures 8(a) and (b)), only the 1tps tenants are scheduled on these servers. These results are somewhat counter-intuitive, since the high-end SKU is scheduled only with the low-end tenants.

In Figure 9(a)-(c), we show the optimal solutions for scenarios SC4, SC5 and SC6 (*diskC* costs 30% less than *ssdC*). Now, compared to the results shown in Figure 8, we observe that the hardware provisioning policy uses even fewer *ssdC* servers due to their higher relative cost.

An interesting observation from these results is that in the recommended hardware provisioning policy, the ratio of the number of servers of one SKU over the number of servers of the other SKU is very large. Examples of this can be found for SC2 and SC5, Figure 8(b) and Figure 9(b) respectively, where the number of *ssdC* servers is an order magnitude less than the number of *diskC* servers. An alternative (albeit suboptimal) SKU provisioning strategy is to simply use only *diskC* servers, and ignore *ssdC* altogether (or vice versa). The advantage of this strategy is that it produces a homogeneous cluster that is easier to manage and administer. In Section III-B, we discuss this and other suboptimal (from the initial hardware provisioning cost perspective) alternatives and their costs.

2) SLO Set 3 – 100tps and 10tps: Here we consider SLO Set S_3 corresponding to scenarios SC7-9 and SC10-12 in Table II. Figure 10 plots SC7-9 where the *diskC* SKU costs 10% less than the *ssdC* SKU, and Figure 11 plots SC10-12 for the case where the *diskC* SKU costs 30% less.

Interestingly, for this set of SLOs, in some scenarios, the optimal solution uses the *ssdC* SKU with *two* different tenant scheduling policies. As seen in Figures 10(a) and 11(a), there are two blue bubbles representing *ssdC* servers – one bubble represents servers that are scheduled with only 10tps tenants and the other represents servers that are scheduled with a mix of tenants.

Since we have a 100tps SLO in S_3, the *diskC* servers provide better value because they can handle the same number of 100tps tenants at a lower price. This is why we predominantly see *diskC* servers in the solutions as the tenant ratio shifts toward the high-performance tenants. Similar to Figure 9, as we decrease the cost of the *diskC* SKU (Figure 11), or increase the number of 100tps tenants (SC9 in Figure 10 and SC12 in Figure 11), the optimal solution provisions mostly cheaper *diskC* servers.

Note that in Figure 10(c), the *diskC* servers (red bubble) are scheduled with just one 10tps tenant per server. A simpler solution (with a possibly higher cost) might be to simply schedule no 10tps tenants on the *diskC* servers. Such solutions are discussed in the following section.

B. Suboptimal Solutions – Simplicity vs Cost

In this section, we discuss issues related to the simplicity and manageability of the hardware provisioning and tenant scheduling policies dictated by our framework. At the outset,

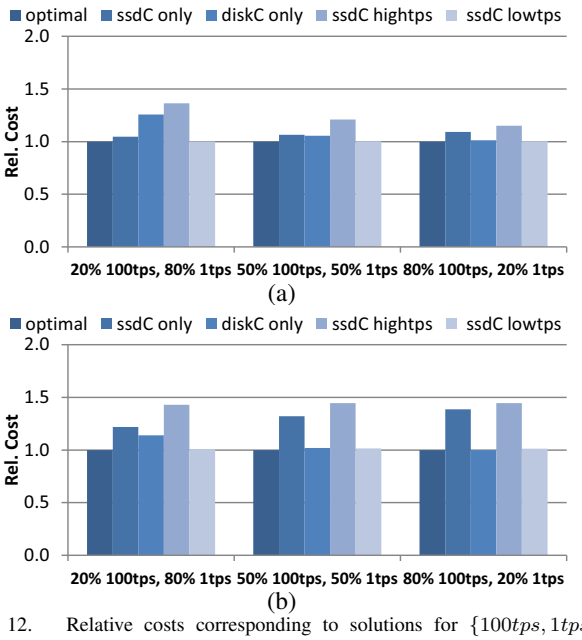


Fig. 12. Relative costs corresponding to solutions for $\{100tps, 1tps\}$ Scenarios (a) SC1-3 and (b) SC4-6 (see Table II) using our framework and 4 simple methods (see Table III).

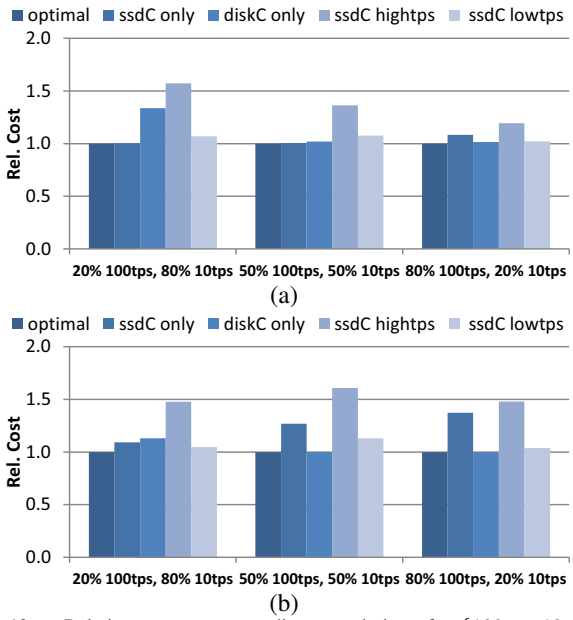


Fig. 13. Relative costs corresponding to solutions for $\{100tps, 10tps\}$ Scenarios (a) SC7-9 and (b) SC10-12 (see Table II) using our framework and 4 simple methods (see Table III).

TABLE III
COMPARING TENANT SCHEDULING ON TWO HARDWARE SKUS.

Methods	**ssdC SKU**	**diskC SKU**
Optimal	heterogeneous SLOs	heterogeneous SLOs
ssdC-only	heterogeneous SLOs	–
diskC-only	–	heterogeneous SLOs
ssdC-hightps	homogeneous high-perf	homogeneous low-perf
ssdC-lowtps	homogeneous low-perf	homogeneous high-perf

note that our notion of "total cost" is simplistic as it is only defined in terms of the costs of individual servers. In cloud deployments, issues such as cluster manageability also carry a cost and play an important role in provisioning decisions. In particular, heterogeneous clusters comprised of multiple SKUs can be harder to maintain, manage, and administer compared to homogeneous clusters comprised of a single SKU. A related issue is the complexity of scheduling policies. A straightforward scheduling policy (e.g., assign all tenants with SLO s_1 on SKU 1, s_2 on SKU 2, etc.) may simplify hardware provisioning decisions as well as tenant pricing policies. For instance, if tenants of a given SLO class are tied to a certain SKU, then they can be charged at a rate determined by the price of that SKU. In this paper, we do not attempt to quantify the notion of cluster "complexity", but leave that as part of future work. Nevertheless, the additional server costs imposed by simpler hardware provisioning and tenant scheduling policies can be determined.

Table III lists four alternative methods to our optimizing framework. In method *ssdC-only*, we use a homogeneous cluster comprised only of the *ssdC* SKU. Note that this method allows a heterogeneous mix of tenants with different SLOs on a server and also allows for different tenant scheduling policies on different *ssdC* servers. Method *diskC-only* is similar, but with *diskC* servers taking the place of the *ssdC* servers. In method *ssdC-hightps*, all of the high-end tenants are scheduled on the *ssdC* servers, and all of the low-end tenants on the *diskC* servers. In method *ssdC-lowtps*, this assignment is reversed. Thus, in the latter two policies, the SLOs are tied to SKUs. Note that another possible method is to provision a homogeneous cluster *and* maintain a homogeneous tenant scheduling policy each server. We omit this method since it is subsumed by the *ssdC-only* and the *diskC-only* methods that allow for both homogeneous and heterogeneous tenant scheduling policies.

In Figures 12-13, we plot the total costs obtained by the five methods outlined in Table III for the 12 scenarios described Table II. All solutions are plotted relative to the cost-optimal solution (shown as the left-most bar) discussed in Section III-A. At a high-level, while in each case there are some solutions that are identical or very close to the optimal solution, *there is no single method that consistently gives a solution that is close to the optimal solution in all scenarios*. For example, while *ssdC-lowtps* seems to match optimal cost in the $S = \{100tps, 1tps\}$ cases, this is not the trend when $S = \{100tps, 10tps\}$.

Let us examine a few solutions in more detail. In Figure 12 (the $S = \{100tps, 1tps\}$ case), the *ssdC-only* and the *ssdC-hightps* methods are expensive solutions in Figures 12(b) and (a) respectively, since the *ssdC* and the *diskC* SKUs can both handle only 25 100 tps tenants, but the *ssdC* server is more expensive. Also, a homogeneous *diskC* cluster is generally more expensive when the tenants skew towards the 1tps SLO. This is because the ssdC SKU can schedule many per 1tps tenants than diskC SKU (Figure 3). The trends shown in Figure 13 (for $S = \{100tps, 10tps\}$) are similar to those of Figure 12 for the same reason.

This analysis shows that simpler provisioning methods

may come close to the optimal solution provided by our framework, but no single method produces consistently good solutions. Moreover, these simpler heuristics *still require SKU performance characterization* in order to schedule tenants while adhering to tenant SLOs. Our framework produces low-cost hardware provisioning and tenant scheduling policies for multi-tenant database clusters that are up to 33% less costly than simpler provisioning methods. Thus, the cost benefit of an optimal solution over a suboptimal solution must be weighed against cluster manageability and simplicity.

C. Discussion

While the focus of this paper is on performance SLOs in a DaaS, we have not discussed the impact of tenant replication (a solution for currently prevalent uptime SLAs) on our performance models. While data replication may improve performance for read-mostly workloads, maintaining replica consistency under update-heavy OLTP workloads places additional demands on the resources of DaaS providers. A careful study of how to deal with replica consistency and availability while providing performance SLOs is beyond the scope of this paper, but we sketch an initial method to deal with this issue.

For our framework to handle replica updates, we can modify the benchmarking method that is used to determine the SKU performance characterizing function (Section II) to account for the extra work that is needed to maintain replica consistency. For example, instead of measuring tenant performance on a single server as we have done, we would measure the tps observed by a tenant whose replicas are placed on r servers and maintained via eager or lazy updates. The functions obtained from such a benchmark could be used as constraints to the optimization problem defined in Section II-C.

Using our framework, we can pose another interesting question: given a cluster with a specific composition of hardware SKUs, what (performance) SLOs can the DaaS provide agree to, so that it maximizes the number of tenants that can fit on this cluster? For this question, we need to formulate a new objective function that optimizes for $max(|T|)$ in Problem Definition 1 where T is the set of all tenants. Our other constraints would remain the same as specified in Problem Definition 1.

We note that in calculating the amortized monthly costs, we have not accounted for run time energy costs or amortized infrastructure cost (e.g., for the building, networking equipment, and associated power and cooling equipments). However, these can be accommodated in our framework (provided there were an accurate model to compute these costs for each SKU) by simply adding these costs to the amortized monthly cost that we use in this paper.

Finally, in this paper we have shown an explicit benchmarking approach for understanding the effects of mixing SLO classes and tenants. However, our framework is modular in that it is possible to leverage other analytic approaches that predict the impact of mixing tenants with different workloads and SLOs [11], [18].

IV. Related Work

DBMSs have traditionally been engineered for a single-tenant "on-premises" environment. However, emerging trends indicate that DBMS workloads are moving towards the cloud. In recent literature [2], [31], several systems for providing databases in the cloud have been proposed and discussed.

In [9], issues such as performance, scalability, security, availability and maintenance must be reconsidered in a multi-tenant cloud environment. Furthermore, as shown in [20], cloud infrastructure is a costly investment for DaaS providers. Thus, an important goal in such an environment is to maximize server utilization via tenant consolidation and minimize wasted resources [12], [14], [28], [32].

As outlined in Section II-A3, there are several methods to consolidate multiple tenants on a single server [4], [5], [8], [15], [17], [32], [37]. In particular, methods based on the use of Virtual Machines (VMs) have been studied in [1]. However, the performance overhead caused by VMs (paging [22], contention [30], OS redundancy [17]) may be too expensive for the more data-intensive workloads considered in this paper. Thus, a number of frameworks for building native multi-tenant applications have also been proposed [6], [13], [34].

The first step in providing performance-based SLOs for customers is to model system performance under a realistic multi-tenant workload (Section II-B). To this end, recent work has focused on formulating and evaluating performance benchmarks in a cloud environment [16], [24], [35]. Complicating factors such as unpredictable load spikes [10], interference between tenants [18], [26] have also been analyzed. Load balancing may require tenant migration [19] or alternatively, reassignment of a tenant's "master" replica. Other work has studied how to benchmark production systems and train performance and resource utilization models without breaking performance SLOs [7], [11]. This paper is different from these prior complementary works because the focus is on developing a framework *for using* SKU performance characterizing models to come up with cost-effective hardware provisioning policies *and* tenant scheduling policies for various performance SLOs.

SLAs for cloud-based services are usually formulated in terms of uptime/availability guarantees [3]. Other work in this field has considered allowing tenants to choose between SLAs that guarantee different levels of consistency [25] and guaranteeing response times in in-memory column databases [33].

V. Conclusions and Future Work

To the best of our knowledge, this paper presents the first study of a cost-optimization framework for multi-tenant performance SLOs in a DaaS environment. Our framework requires as input, a set of performance SLOs and the number of tenants in each of these SLOs classes, along with the server hardware SKUs that are available to the DaaS provider. With these inputs, we produce server characterizing models that can be used to provide constraints into an optimization module. By solving this optimization problem, the framework provides a hardware provisioning policy as well as a tenant scheduling policy for the selected server SKUs. We have evaluated our

framework, shown that in many cases a mixed hardware cluster is optimal, and we have also explored the impact of simpler hardware provisioning and tenant scheduling policies.

To the best of our knowledge, this is the first paper to formulate a new problem of performance-based SLOs for DaaS, presenting a framework for thinking about this problem, presenting an initial solution, and evaluating this initial solution to show its merits.

To limit the scope of our study, we have made some simplifying assumptions on aspects such as performance metrics, tenant workload, and multi-tenancy control mechanism. Relaxing these assumptions provides a rich direction for future work. One direction for future work is to include the impact of replication and load-balancing in our framework, perhaps building on the ideas presented in [27]. Additionally, while our experimental evaluation uses average performance as an SLO metric, it could be extended to include variance as well (as implied by the use of random variables in Definition 2.2). Imbalanced load or flash-crowd effects could be modeled in our framework as additional tenant classes with high performance requirements – this would produce a hardware "over-provisioning" policy to deal with these effects. If workload spikes are detected in practice, tenants could be dynamically re-scheduled on these extra machines to maintain performance objectives. In addition, while the tenant classes used in this paper have different memory and disk requirements, other workloads should be considered as well. Finally, in our framework we have taken an approach of explicitly benchmarking the tenant workload classes and mixes, but our framework could be extended to take a more analytical approach that could predict the impact on performance of a different workload mixes, perhaps by using multi-query optimization-based approach to estimate the impact on performance [11], [18].

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