

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2016-06 / 2016-11

**Date of report:** 7-12-2016

**Date of next report:** 06-2017

**Documentation:** [https://wiki.egi.eu/wiki/Service\\_Level\\_Target\\_-\\_Availability\\_Reliability](https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability)

**Related agreements:** <https://documents.egi.eu/document/2869>

**Legend**

Underperforming
On Target

## IN2P3-IRES

	Service target	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Availability	95%	96,43%	99,19%	95,44%	100,00%	96,38%	93,89%
Reliability	95%	96,43%	99,19%	95,44%	100,00%	99,63%	93,89%

**Description:** under investigation

## RECAS-BARI

	Service target	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Availability	95%	97,69%	91,97%	96,66%	96,41%	99,54%	99,84%
Reliability	95%	97,69%	91,97%	96,66%	96,41%	99,54%	99,84%

**Description:** under investigation

## TR-FC1-ULAKBIM

	Service target	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Availability	95%	100,00%	98,91%	99,19%	100,00%	14,62%	1,10%
Reliability	95%	100,00%	98,91%	99,19%	100,00%	14,62%	1,10%

**Description:** It occurred authentication issues that apparently affected only the monitoring VO. Please report to GGUS if your VO has experienced any issues.