

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud Compute  
**Period:** 12.2015-05.2016  
**Date of report:** 3.06.2016  
**Data of next report:** 12.2016  
**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/2701>

**Legend**  
Underperforming  
On Target

## IN2P3-IRES

	Service target	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
Availability	95%	100.00%	99.79%	49.43%	91.54%	100.00%	99.63%
Reliability	95%	100.00%	99.79%	84.04%	97.11%	100.00%	99.91%

Description:

## RECAS-BARI

	Service target	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
Availability	95%	NA	NA	88.95%	99.94%	100.00%	98.41%
Reliability	95%	NA	NA	88.95%	99.94%	100.00%	98.41%

Description:

## TR-FC1-ULAKBIM

	Service target	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
Availability	95%	98.93%	96.73%	67.31%	85.00%	92.85%	49.18%
Reliability	95%	98.93%	96.73%	67.31%	85.00%	97.75%	49.18%

**Description:** The site was experiencing a problems causing authentication issues and unavailability of VM images. The situation should be fixed now.