

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2017-12 / 2018-05

Date of report: 15-6-2018

Date of next: 2018-12

Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability

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

Legend

Underperforming
On Target

IN2P3-IRES		Previous period				Reporting period				
	Service target	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Availability	95%	99,71%	99,95%	99,97%	99,88%	97,63%	73,99%	99,69%	97,30%	95,39%
Reliability	95%	99,71%	99,95%	99,97%	99,88%	97,63%	83,72%	99,69%	97,30%	97,68%
Explanation	2018-02	Scheduled downtime for upgrading the cloud infrastructure								

RECAS-BARI		Previous period			Reporting period					
	Service target	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Availability	95%	90,73%	100,00%	99,57%	90,51%	98,40%	99,84%	98,06%	99,77%	98,85%
Reliability	95%	90,73%	100,00%	100,00%	92,14%	98,40%	99,84%	98,06%	99,77%	98,85%
Explanation	2017-12	Maintenance operations for accounting and cloud-bdii services								