

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2018-06 / 2018-11

**Date of report:** 4-12-2018

**Date of next** SLA ended

**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		Previous period			Reporting period					
	Service target	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Availability	95%	99,69%	97,30%	95,39%	100,00%	100,00%	100,00%	100,00%	99,95%	96,14%
Reliability	95%	99,69%	97,30%	97,68%	100,00%	100,00%	100,00%	100,00%	99,95%	97,41%
Explanation										

RECAS-BARI		Previous period			Reporting period					
	Service target	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Availability	95%	98,06%	99,77%	98,85%	99,83%	97,55%	96,83%	98,38%	100,00%	96,75%
Reliability	95%	98,06%	99,77%	98,85%	99,83%	97,55%	96,83%	98,38%	100,00%	96,75%
Explanation										