

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute
Period: 2018-12 / 2019-05
Date of report: 13-6-2019
Date of next: 2019-12

Documentation: 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	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Availability	95%	100,00%	99,95%	96,14%	97,90%	88,79%	99,61%	82,52%	98,42%	99,55%
Reliability	95%	100,00%	99,95%	97,41%	99,16%	99,93%	99,92%	82,52%	99,84%	99,55%
Explanation	2019-01	authentication failure								
	2019-03	authentication failure								

RECAS-BARI		Previous period				Reporting period				
	Service target	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Availability	95%	98,38%	100,00%	96,75%	99,69%	97,84%	100,00%	100,00%	72,13%	100,00%
Reliability	95%	98,38%	100,00%	96,75%	99,69%	97,84%	100,00%	100,00%	72,13%	100,00%
Explanation	2019-04	problems with VM images provisioning, and site-bdii failures								