

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2019-06 / 2019-11

**Date of report:** 9-12-2019

**Date of next:** 2020-06

**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	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11
Availability	95%	82,52%	98,42%	99,55%	99,39%	95,03%	96,39%	99,57%	100,00%	100,00%
Reliability	95%	82,52%	99,84%	99,55%	100,00%	100,00%	99,67%	99,57%	100,00%	100,00%
Explanation										

RECAS-BARI		Previous period			Reporting period					
	Service target	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11
Availability	95%	100,00%	72,13%	100,00%	100,00%	100,00%	97,76%	98,02%	100,00%	100,00%
Reliability	95%	100,00%	72,13%	100,00%	100,00%	100,00%	97,76%	98,02%	100,00%	100,00%
Explanation										