

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** Mikael Borg

**Report author:** EGI SLA sla@mailman.egi.eu

**Service:** Cloud compute

**Period:** 2019-12 / 2020-05

**Date of report:** 9-6-2020

**Date of next:** 2020-12

**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	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Availability	95%	99,57%	100,00%	100,00%	96,44%	100,00%	99,54%	99,81%	99,72%	97,49%
Reliability	95%	99,57%	100,00%	100,00%	96,70%	100,00%	99,84%	99,81%	99,72%	97,49%
Explanation	2019-12									

RECAS-BARI		Previous period			Reporting period					
	Service target	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Availability	95%	98,02%	100,00%	100,00%	96,87%	100,00%	97,63%	100,00%	100,00%	98,08%
Reliability	95%	98,02%	100,00%	100,00%	96,87%	100,00%	97,63%	100,00%	100,00%	98,08%
Explanation										