

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** Fabrice Brito

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

**Service:** Cloud compute

**Period:** 2020-07 / 2020-12

**Date of report:** 13-1-2021

**Date of next report:** 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/2763>

## Legend

Underperforming

On Target

100IT		Cloud Compute	
		Availability	Reliability
targets		99%	99%
previous reporting period	2020-04	98,81%	98,81%
	2020-05	98,44%	98,44%
	2020-06	99,57%	99,57%
current reporting period	2020-07	99,33%	99,33%
	2020-08	91,94%	91,94%
	2020-09	100,00%	100,00%
	2020-10	99,97%	99,97%
	2020-11	99,26%	99,26%
	2020-12	100,00%	100,00%
Explanation			
2020-08	authentication error in Keystone		

CYFRONET-CLOUD		Cloud Compute	
		Availability	Reliability
targets		85%	90%

previous reporting period	2020-04	99,14%	99,14%
	2020-05	90,60%	90,60%
	2020-06	98,84%	98,84%
current reporting period	2020-07	93,54%	93,54%
	2020-08	96,56%	96,56%
	2020-09	99,90%	99,90%
	2020-10	91,90%	91,90%
	2020-11	42,43%	42,43%
	2020-12	100,00%	100,00%
Explanation			
2020-11 problem in creating the test VM due to memory quota			

CESGA	Cloud Compute		
	Availability	Reliability	
targets	90%	95%	
previous reporting period	2020-04	99,54%	99,54%
	2020-05	97,09%	97,09%
	2020-06	90,15%	90,15%
current reporting period	2020-07	93,64%	93,64%
	2020-08	97,31%	97,31%
	2020-09	95,29%	95,29%
	2020-10	99,36%	99,36%
	2020-11	98,46%	98,46%
	2020-12	98,52%	98,52%
Explanation			
2020-07 failures due to the creation of testing VM			

RECAS-BARI		Cloud Compute	
		Availability	Reliability
targets		85%	90%
previous reporting period	2020-04	99,98%	99,98%
	2020-05	98,08%	98,08%
	2020-06	92,34%	92,34%
current reporting period	2020-07	99,60%	99,60%
	2020-08	100,00%	100,00%
	2020-09	100,00%	100,00%
	2020-10	100,00%	100,00%
	2020-11	100,00%	100,00%
	2020-12	100,00%	100,00%