

# 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:** 2020-01 / 2020-06  
**Date of report:** 9-7-2020  
**Date of next:** 2021-01

**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		Previous period			Reporting period					
	Service target	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	99%	100,00%	100,00%	100,00%	100,00%	100,00%	99,61%	98,81%	98,44%	99,57%
Reliability	99%	100,00%	100,00%	100,00%	100,00%	100,00%	99,61%	98,81%	98,44%	99,57%

**Explanation:**

2020-04	authentication error in Keystone
2020-05	authentication error in Keystone

CESGA		Previous period			Reporting period					
	Service target	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	90%	99,63%	96,96%	100,00%	100,00%	100,00%	99,29%	99,54%	97,09%	90,15%
Reliability	95%	99,63%	96,96%	100,00%	100,00%	100,00%	99,29%	99,54%	97,09%	90,15%

**Explanation:**

2020-06	problems with nova
---------	--------------------

CYFRONET-CLOUD		Previous period			Reporting period					
	Service target	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	85%	92,99%	99,61%	99,82%	81,20%	81,35%	99,28%	99,14%	90,06%	98,84%
Reliability	90%	92,99%	99,61%	99,82%	81,20%	81,35%	99,28%	99,14%	90,06%	98,84%

**Explanation**

2020-01	problem in creating the test VM
2020-02	problem in deleting the test VM

