Services Performance Report

shows compliance with established SLA service targets

Audience: EGI Training infrastructure service owner
Report author: EGI SLM team
Service: EGI Training infrastructure
Period: 01-2019 - 06.2019
Date of report: 18/07/2019
Date of next Jan-20
Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability_
Related agreements: https://documents.egi.eu/document/2768

Legend

Underperforming
On Target

CESGA

	Service target	Previous period			Reporting period					
		Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Availability	90%	79%	99%	87%	76%	97%	84%	77%	98%	99%
Reliability	85%	79%	99%	87%	76%	97%	84%	77%	98%	100%

INFN-CATANIA-STACK

	Service target	Previous period			Reporting period					
		Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Availability	90%	100%	100%	100%	100%	98%	98%	100%	99%	78%
Reliability	85%	100%	100%	100%	100%	98%	98%	100%	99%	78%

IISAS-FedCloud

	Service target	Previous period			Reporting period					
		Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Availability	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reliability	85%	100%	100%	100%	100%	100%	100%	100%	100%	100%

IISAS-GPUCloud

	Service target	Previous period			Reporting period					
		Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Availability	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reliability	85%	100%	100%	100%	100%	100%	100%	100%	100%	100%