

Services Performance Report

shows compliance with established OLA service targets



Audience: EGI Training infrastructure service owner

Report author: EGI SLM team

Service: EGI Training infrastructure

Period: 01-2020 - 6.2020

Date of report: #####

Date of next: #####

Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability

Related agreements: <https://documents.egi.eu/document/2768>

Legend

Underperforming
On Target

CESNET-MCC		Previous period			Reporting period					
former CESNET-MetaCloud	Service target	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	97%	95%	98%	97%	93%	96%	100%	97%	100%
Reliability	85%	97%	95%	98%	97%	93%	96%	100%	97%	100%

INFN-CATANIA-STACK		Previous period			Reporting period					
	Service target	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	59%	68%	35%	69%	24%	0%	67%	99%	92%
Reliability	85%	59%	68%	35%	69%	24%	0%	100%	99%	92%

explanation

<https://jira.egi.eu/browse/IMSOLA-4>

IISAS-FedCloud		Previous period			Reporting period					
	Service target	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reliability	85%	100%	100%	100%	100%	100%	100%	100%	100%	100%

IISAS-GPUcloud		Previous period			Reporting period					
	Service target	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reliability	85%	100%	100%	100%	100%	100%	100%	100%	100%	100%

IFCA-LCG2		Previous period			Reporting period				
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	Service target	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	92%	79%	79%	92%	85%	94%	96%	78%	94%
Reliability	85%	94%	79%	86%	93%	93%	94%	97%	78%	94%