

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** EGI Training infrastructure service owner

**Report author:** EGI SLM team

**Service:** Application on Demand

**Period:** 06-2018 - 12.2018

**Date of report:** When the report is issued

**Date of next:** When the next report will be issued

**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/2768>

**Legend**

Underperforming
On Target

CESGA	Service target	Previous period			Reporting period					
		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Jan-19
Availability	90%	85%	94%	89%	73%	57%	0%	79%	99%	87%
Reliability	85%	85%	94%	89%	73%	57%	0%	79%	99%	87%

**OLA Violation: A/R under the targets for more than 3 consecutive months**

**Explanation** The site was suffering of some intermittent failures affecting only the monitoring VO. The problem was investigated and understood; it was followed-up in the GGUS ticket: [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=134758](https://ggus.eu/index.php?mode=ticket_info&ticket_id=134758); no other actions are required regarding this OLA violation.

INFN-CATANIA-STACK	Service target	Previous period			Reporting period					
		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Jan-19
Availability	90%	100%	99%	83%	99%	100%	99%	100%	100%	100%
Reliability	85%	100%	99%	83%	99%	100%	99%	100%	100%	100%

IISAS-FedCloud	Service target	Previous period			Reporting period					
		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Jan-19
Availability	90%	100%	99%	100%	100%	99%	100%	100%	100%	100%
Reliability	85%	100%	99%	100%	100%	99%	100%	100%	100%	100%

