Services Performance Report

shows compliance with established SLA service targets

Audience: AoD service owner
Report author: EGI SLM team
Service: Application on Demand
Period: 01-2019 - 06.2019
Date of report: #########
Date of next Jan-20
Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability
Related agreements: https://documents.egi.eu/document/2773

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%

INFN-CATANIA

	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%	97%	100%	100%	100%	100%	100%	100%	100%	88%
Reliability	85%	97%	100%	100%	100%	100%	100%	100%	100%	88%

INFN-BARI

	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%	98%	99%	100%	96%	72%	51%	70%	94%	95%
Reliability	85%	98%	99%	100%	96%	72%	51%	70%	94%	95%

CYFRONET-LCG2

	Service target	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
		Previous period			Reporting period					
Availability	90%	99%	54%	85%	100%	98%	38%	97%	22%	61%
Reliability	85%	99%	54%	85%	100%	98%	38%	97%	22%	61%

BEgrid-ULB-VUB

	Service target	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
		Previous period			Reporting period					
Availability	90%	100%	93%	98%	99%	94%	98%	97%	89%	99%
Reliability	85%	100%	98%	98%	99%	95%	98%	97%	89%	99%

IN2P3-IRES

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