

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** AoD service owner  
**Report author:** EGI SLM team  
**Service:** Application on Demand  
**Period:** 01-2020 - 06.2020  
**Date of report:** 05/08/2020  
**Date of next:** Jun-21

**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/2773>

**Legend**

Underperforming
On Target

CESGA											
Service target	Previous period			Reporting period							
	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20		
Availability	90%	100%	100%	59%	100%	100%	53%	87%	97%	90%	
Reliability	85%	100%	100%	59%	100%	100%	99%	99%	97%	90%	

INFN-CATANIA-STACK											
Service target	Previous period			Reporting period							
	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>

IN2P3-IRES											
Service target	Previous period			Reporting period							
	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20		
Availability	90%	100%	100%	93%	99%	100%	100%	100%	97%	100%	
Reliability	85%	100%	100%	94%	99%	100%	100%	100%	97%	100%	

UNIV-LILLE											
Service target	Previous period			Reporting period							
	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20		
Availability	90%	NA	100%	100%	100%	100%	100%	60%	98%	91%	
Reliability	85%	NA	100%	100%	100%	100%	100%	60%	98%	100%	

Explanation

Site joined OLA since 11.2019

INFN-PADOVA-STACK										
Service target	Previous period			Reporting period						
	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	
Availability	90%	NA	99%	99%	98%	98%	95%	86%	75%	83%
Reliability	85%	NA	99%	99%	98%	98%	95%	86%	75%	83%

Explanation

Site joined OLA since 11.2019

100%IT										
Service target	Previous period			Reporting period						
	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	
Availability	90%	NA	NA	100%	100%	100%	100%	99%	98%	100%
Reliability	85%	NA	NA	100%	100%	100%	100%	99%	98%	100%

Explanation

Site joined OLA since 12.2019

IFCA-LCG2										
Service target	Previous period			Reporting period						
	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	
Availability	90%	NA	NA	79%	92%	85%	94%	96%	78%	88%
Reliability	85%	NA	NA	86%	93%	93%	94%	97%	78%	88%

Explanation

Site joined OLA since 12.2019, <https://jira.egi.eu/browse/IMSOLA-5>

UA-BITP										
Service target	Previous period			Reporting period						
	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	
Availability	90%	NA	NA	98%	76%	100%	51%	99%	98%	100%
Reliability	85%	NA	NA	98%	76%	100%	51%	99%	98%	100%

Explanation

Site joined OLA since 12.2019

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

Explanation

Site joined OLA since 1.2020

CLOUDIFIN										
Service target	Previous period			Reporting period						
	Oct-19	Nov-19	Dec-19	Jun-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	
Availability	90%	NA	NA	NA	NA	NA	NA	98%	79%	

**Reliability**



Explanation

Site joined OLA since 5.2020