

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** Karolj Skala

**Report author:** EGI SLA sla@mailman.egi.eu

**Service:** Cloud compute

**Period:** 2017-04 / 2017-08

**Date of report:** 15-9-2017

**Date of next report:** SLA ended.

**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/2788>

**Legend**

Underperforming
On Target

## INFN-CATANIA-STACK

	Service target	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	85%	68,52%	89,70%	92,65%	85,80%	99,79%
Reliability	90%	68,52%	89,70%	92,65%	85,80%	99,79%

**Description:** April and May: authentication failures. June: delay in updating the CAs package, generic system failure.

## RECAS-BARI

	Service target	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	85%	69,53%	97,21%	99,76%	93,72%	99,76%
Reliability	90%	80,23%	97,21%	99,76%	93,72%	99,76%

**Description:** April: general sudden powercut, services needed time for recovering.