

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2016-10 / 2017-03

**Date of report:** 1-5-2017

**Date of next report:** 2017-09

**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	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Availability	85%	99,97%	99,53%	98,44%	99,97%	54,24%	73,64%
Reliability	90%	99,97%	99,53%	98,44%	99,97%	54,24%	73,64%

**Description:** February: software upgrade. March: authentication issues

## RECAS-BARI

	Service target	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Availability	85%	99,54%	99,84%	99,30%	91,53%	97,30%	90,70%
Reliability	90%	99,54%	99,84%	99,30%	91,53%	99,88%	99,40%

**Description:**