

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2016-05 / 2016-10

Date of report: 11-11-2016

Date of next report: 05-2017

Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability

Related agreements: <https://documents.egi.eu/document/2869>

Legend

Underperforming
On Target

CYFRONET-CLOUD

	Service target	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Availability	85%	0,00%	98,43%	99,05%	90,66%	100,00%	99,91%
Reliability	90%	0,00%	98,43%	99,05%	90,66%	100,00%	99,91%

Description: in May the accounting test was still included in the A/R computation, and the site was failing it. The test was removed since June.

RECAS-BARI

	Service target	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Availability	85%	98,41%	97,69%	91,97%	96,66%	96,41%	99,54%
Reliability	90%	98,41%	97,69%	91,97%	96,66%	96,41%	99,54%

Description: