

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2016-11 / 2017-04

Date of report: 18-5-2017

Date of next report (SLA ended)

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	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Availability	85%	98,31%	88,88%	91,55%	99,87%	100,00%	100,00%
Reliability	90%	98,31%	88,88%	91,55%	99,87%	100,00%	100,00%

Description: December: transient failures with OCCl interface

RECAS-BARI

	Service target	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Availability	85%	99,84%	99,30%	91,53%	97,30%	90,70%	69,53%
Reliability	90%	99,84%	99,30%	91,53%	99,88%	99,40%	80,23%

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