

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** Daniele D'Agostino, Andrea De Luca

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

**Service:** Cloud compute

**Period:** 2017-11 / 2018-04

**Date of report:** 23-5-2018

**Date of next:** 11-2018

**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/2869>

**Legend** Underperforming  
On Target

CYFRONET-CLOUD		Previous period			Reporting period					
	Service target	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Availability	85%	94,48%	98,24%	90,61%	70,37%	99,61%	100,00%	97,92%	92,62%	100,00%
Reliability	90%	94,48%	98,24%	90,61%	70,37%	99,61%	100,00%	97,92%	92,62%	100,00%
<b>Explanation</b>	<b>2017-11</b>	Failures in deleting virtual machines								

INFN-CATANIA-STACK		Previous period			Reporting period					
	Service target	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Availability	85%	99,79%	98,83%	0,00%	91,77%	74,62%	84,44%	100,00%	95,45%	99,81%
Reliability	90%	99,79%	98,83%	0,00%	91,77%	74,62%	84,44%	100,00%	95,45%	99,81%
<b>Explanation</b>	<b>2017-12</b>	cloud service timeout								
	<b>2018-01</b>	authentication failures in OCCl								

RECAS-BARI		Previous period			Reporting period	
	Service target	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	99,76%	90,73%	100,00%	99,57%	90,51%
Reliability	90%	99,76%	90,73%	100,00%	100,00%	92,14%
<b>Explanation</b>						