

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2018-11 / 2019-04

Date of report: 10-5-2019

Date of next: 2019-06

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		Previous period			Reporting period					
	Service target	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Availability	85%	0,26%	5,29%	4,57%	97,34%	99,71%	93,97%	61,86%	35,48%	25,02%
Reliability	90%	100,00%	100,00%	100,00%	100,00%	99,71%	93,97%	61,86%	35,48%	25,02%

SLA Violation: A/R under the target for 3 consecutive months, from 2019-02 to 2019-04
GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=141103

INFN-CATANIA-STACK		Previous period			Reporting period					
	Service target	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Availability	85%	99,86%	99,37%	99,98%	100,00%	100,00%	99,87%	98,33%	97,76%	99,97%
Reliability	90%	99,86%	99,37%	99,98%	100,00%	100,00%	99,87%	98,33%	97,76%	99,97%

Explanation