

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2010-03 / 2019-08

**Date of report:** 10-9-2019

**Date of next:** 2020-03

**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/2875>

**Legend**  
Underperforming  
On Target

CESGA		Previous period				Reporting period				
	Service target	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08
Availability	90%	86,77%	76,98%	97,39%	82,33%	77,42%	97,72%	98,88%	99,68%	100,00%
Reliability	95%	86,77%	76,98%	97,39%	82,33%	77,42%	97,72%	99,72%	99,68%	100,00%
Explanation	2019-03	OCCI service not responding								
	2019-04	OCCI service not responding								

INFN-CATANIA-STACK		Previous period				Reporting period				
	Service target	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08
Availability	90%	100,00%	99,87%	98,33%	97,76%	99,97%	98,84%	78,24%	69,65%	98,57%
Reliability	95%	100,00%	99,87%	98,33%	97,76%	99,97%	98,84%	78,24%	69,65%	98,57%
Explanation	2019-06	OCCI and OpenStack services not responding								
	2019-07	CAs not updated in time, openstack server not responding								