

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2017-02 / 2017-07

Date of report: 8-8-2017

Date of next report: 01-2018

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

Related agreements: <https://documents.egi.eu/document/2876>

Legend Underperforming
On Target

BIFI

	Service target	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Availability	90%	81,70%	90,17%	98,70%	99,87%	98,34%	90,31%
Reliability	95%	82,75%	90,17%	98,70%	99,87%	98,34%	100,00%

Description: February and March: site-BDII failures.

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	Service target	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Availability	90%	99,49%	97,07%	100,00%	100,00%	99,80%	100,00%
Reliability	95%	99,49%	97,07%	100,00%	100,00%	99,80%	100,00%

Description: The monitoring data refers to Site-BDII service only because there are no cloud services officially in production. Testing of new services with Keystone v3 is on-going. Anyway the users can access to the cloud resources.