

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2016-08 / 2017-01

**Date of report:** 08/02/2017

**Date of next report:** 08-2017

**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/2876>

**Legend**  
Underperforming  
On Target

## BIFI

	Service target	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Availability	90%	48.39%	76.79%	97.94%	77.88%	100.00%	70.50%
Reliability	95%	100.00%	76.79%	97.94%	77.88%	100.00%	70.50%

**Description:** Aug and Sep: OCCl problems. Nov and Jan: site-bdii failures

## NCG-INGRID-PT

	Service target	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Availability	90%	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Reliability	95%	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.

**Description:** no monitoring data due to the fact that no cloud service in production. Testing of new services with Keystone v3 is on-going. The users can access to the cloud resources.