

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** Miguel Machuqueiro

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

**Service:** Cloud compute

**Period:** 2020-12 - 2021-05

**Date of report:** 11/06/2021

**Date of next report:** 2021-12

**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

IN2P3-IRES		Cloud Compute	
		Availability	Reliability
targets		90%	95%
previous reporting period	2020-09	100.00%	100.00%
	2020-10	98.75%	98.75%
	2020-11	99.83%	99.83%
current reporting period	2020-12	99.08%	99.08%
	2021-01	96.79%	96.79%
	2021-02	97.12%	99.19%
	2021-03	99.84%	99.84%
	2021-04	96.48%	96.93%
	2021-05	95.12%	95.12%

NCG-INGRID-PT		Cloud Compute	
		Availability	Reliability

targets		90%	95%
preious reporting period	2020-09	100.00%	100.00%
	2020-10	100.00%	100.00%
	2020-11	98.04%	98.04%
current reporting period	2020-12	91.07%	91.07%
	2021-01	100.00%	100.00%
	2021-02	96.17%	96.17%
	2021-03	100.00%	100.00%
	2021-04	100.00%	100.00%
	2021-05	99.87%	99.87%
Explanation			
2020-12	authentication failures		