Services Performance Report

shows compliance with established SLA service targets

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Service: Cloud compute

Period: 2021-12 - 2022-05

Date of report: 22/06/2022

Date of next report 2022-12

Documentation: https://confluence.egi.eu/display/EGISLM/Service+Level+Target+-+Availability+Reliability

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

Legend

| Underperforming |
| On Target |

CESGA		Cloud Compute	
		Availability	Reliability
targets		90%	95%
preious reporting period	2021-10	97.40%	97.40%
	2021-11	95.07%	95.07%
current reporting period	2021-12	100.00%	100.00%
	2022-01	99.94%	99.94%
	2022-02	100.00%	100.00%
	2022-03	99.65%	99.65%
	2022-04	99.71%	99.71%
	2022-05	89.29%	89.29%
Explanation 2022-05		authentication failures	

IN2P3-IRES		Cloud Compute	
		Availability	Reliability

targets		90%	95%
preious reporting period	2021-09	99.63%	99.63%
	2021-10	96.16%	96.16%
	2021-11	99.19%	99.19%
current reporting period	2021-12	98.77%	99.45%
	2022-01	100.00%	100.00%
	2022-02	99.54%	100.00%
	2022-03	99.60%	99.60%
	2022-04	99.22%	99.22%
	2022-05	99.45%	100.00%

NCG-INGRID-PT		Cloud Compute	
		Availability	Reliability
targets		90%	95%
preious reporting period	2021-09	99.69%	99.69%
	2021-10	98.98%	98.98%
	2021-11	96.75%	96.75%
current reporting period	2021-12	99.87%	99.87%