

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2017-04 / 2017-08

Date of report: 15-9-2017

Date of next report: SLA ended

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

Related agreements: <https://documents.egi.eu/document/2886>

Legend

Underperforming
On Target

CESNET-MetaCloud

	Service target	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	85%	100,00%	94,11%	98,44%	99,07%	99,46%
Reliability	90%	100,00%	94,11%	98,44%	99,07%	99,46%

Description:

FZJ

	Service target	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	85%	92,09%	99,85%	86,61%	96,55%	100,00%
Reliability	90%	92,09%	99,85%	87,84%	96,55%	100,00%

Description: June: OCCI authentication failures