

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2017-09 / 2018-02

Date of report: 27-3-2018

Date of next: 2018-09

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		Previous period			Reporting period					
	Service target	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Availability	85%	98,44%	99,07%	99,46%	98,82%	99,85%	100,00%	100,00%	98,20%	97,64%
Reliability	90%	98,44%	99,07%	99,46%	98,82%	99,85%	100,00%	100,00%	99,55%	97,64%
Explanation										

FZJ		Previous period			Reporting period			
	Service target	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	85%	86,61%	96,55%	100,00%	98,60%	100,00%	96,77%	41,92%
Reliability	90%	87,84%	96,55%	100,00%	100,00%	100,00%	100,00%	99,23%
Explanation	2017-12	The cloud services have been dismissed.						