

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2016-10 / 2017-03

**Date of report:** 1-5-2017

**Date of next report:** 2017-09

**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/2886>

**Legend**

Underperforming
On Target

## CESNET-MetaCloud

	Service target	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Availability	85%	83,33%	96,39%	99,88%	100,00%	98,93%	96,66%
Reliability	90%	83,44%	96,39%	99,88%	100,00%	98,93%	96,66%

**Description:** October: CAs package not updated in time

## FZJ

	Service target	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Availability	85%	100,00%	99,83%	100,00%	100,00%	99,86%	89,47%
Reliability	90%	100,00%	99,83%	100,00%	100,00%	99,86%	89,47%

**Description:** March: authentication issues