

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2021-03 - 2021-08

**Date of report:** 03/09/2021

**Date of next report** --

**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

		Cloud Compute	
CESNET-MCC		Availability	Reliability
targets		85%	90%
previous reporting period	2020-12	89.77%	89.77%
	2021-01	94.61%	94.61%
	2021-02	100.00%	100.00%
current reporting period	2021-03	100.00%	100.00%
	2021-04	98.02%	98.44%
	2021-05	99.87%	99.87%
	2021-06	89.27%	89.27%
	2021-07	99.83%	99.83%
	2021-08	100.00%	100.00%
<b>Explanation</b>			
2021-06	Authentication failures during the creation of the testing VMs.		