

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute
Period: 2018-07 / 2018-12
Date of report: 13-8-2018
Date of next n.a.

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

Related agreements: <https://documents.egi.eu/document/2888>

Legend Underperforming
 On Target

	CESGA	Previous period			Reporting period					
		Service target	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Availability	90%	89,62%	94,13%	86,87%	73,62%	58,79%	55,50%	82,37%	98,85%	86,77%
Reliability	95%	89,62%	94,13%	86,87%	73,62%	58,79%	55,74%	82,37%	98,85%	86,77%

SLA Violation: A/R under the targets for more than 3 consecutive months until 2018-10

Explanation: The site was suffering of some intermittent failures affecting only the monitoring VO. The problem was investigated and understood; it was followed-up in the GGUS ticket: https://ggus.eu/index.php?mode=ticket_info&ticket_id=134758; no other actions are required regarding this SLA violation.

2018-12 OCCi service not responding