

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** Paolo Favali

**Report author:** EGI SLA sla@mailman.egi.eu

**Service:** Cloud compute

**Period:** 2018-01 / 2018-06

**Date of report:** 13-8-2018

**Date of next** n.a.

**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/2888>

**Legend** Underperforming  
On Target

	CESGA	Previous period			Reporting period					
		Service target	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Availability	90%	76,51%	81,35%	89,86%	92,93%	92,67%	92,93%	89,62%	94,13%	86,87%
Reliability	95%	76,51%	81,35%	89,86%	92,93%	92,67%	92,93%	89,62%	94,13%	86,87%

**SLA Violation: A/R under the targets for more than 3 consecutive months**

**Explanation:** The site is suffering of some intermittent failures apparently affecting only the monitoring VO. Investigations are ongoing to understand the nature of the problem and to find a solution. The problem is followed-up in the GGUS ticket: [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=134758](https://ggus.eu/index.php?mode=ticket_info&ticket_id=134758)