

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute
Period: 2019-01 / 2019-06
Date of report: 13-8-2018
Date of next: 2020-01

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	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Availability	90%	82,37%	98,85%	86,77%	76,27%	97,25%	76,91%	77,42%	97,72%	98,88%
Reliability	95%	82,37%	98,85%	86,77%	76,27%	97,25%	76,91%	77,42%	97,72%	99,72%

Explanation:

- 2019-01 OCCI service not responding
- 2019-03 OCCI service not responding
- 2019-04 OCCI service not responding