

Services Performance Report

shows compliance with established SLA service targets



Audience: Giuseppe Larocca

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

Service: Cloud compute

Period: 2019-07 / 2019-12

Date of report: 8-1-2020

Date of next --

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

Related agreements: <https://documents.egi.eu/document/3339>

Legend Underperforming
On Target

BGrid-BELNET		Previous period			Reporting period					
	Service target	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Availability	90%	69,97%	84,04%	91,05%	41,24%	72,72%	95,30%	90,32%	100,00%	100,00%
Reliability	95%	69,97%	84,04%	91,05%	41,24%	85,34%	95,30%	90,32%	100,00%	100,00%

SLA Violation: A/R under the targets for 5 consecutive months, from 2019-04 to 2019-08
 Several failures with the OCCI service. Explanation provided in the GGUS ticket opened after circulating the previous report: https://ggus.eu/index.php?mode=ticket_info&ticket_id=142438

Explanation:
 2019-10 CAs package not updated in time