

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** Willem Elbers, Dieter Van Uytvanck

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

**Service:** Cloud compute

**Period:** 2018-11 / 2019-04

**Date of report:** 23-5-2019

**Date of next:** 2019-11

**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/3377>

**Legend** Underperforming  
On Target

	CESGA	Previous period	Reporting period					
			2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
	Service target							
Availability	95%		98,81%	86,77%	76,98%	97,39%	83,60%	77,36%
Reliability	95%		98,81%	86,77%	76,98%	97,39%	83,60%	77,36%
Explanation	2018-12	OCCI service not responding						
	2019-01	OCCI service not responding						
	2019-03	OCCI service not responding						
	2019-04	OCCI service not responding						