

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2019-11 / 2020-04

**Date of report:** 11-5-2020

**Date of next** 2020-11

**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					
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Availability	95%	100,00%	97,38%	99,63%	96,96%	100,00%	100,00%	100,00%	99,29%	99,54%
Reliability	95%	100,00%	97,38%	99,63%	96,96%	100,00%	100,00%	100,00%	99,29%	99,54%
Explanation										

CESNET-MCC		Previous period			Reporting period					
	Service target				2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Availability	95%				95,14%	98,25%	96,93%	92,72%	95,63%	99,84%
Reliability	95%				95,14%	98,25%	96,93%	92,72%	95,63%	99,84%
Explanation	2020-02	authorization failures								

RECAS-BARI		Previous period			Reporting period					
	Service target				2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Availability	95%				100,00%	96,87%	100,00%	97,63%	100,00%	100,00%
Reliability	95%				100,00%	96,87%	100,00%	97,63%	100,00%	100,00%
Explanation										