

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute; Notebooks

**Period:** 2020-05 - 2020-10

**Date of report:** 13-11-2020

**Date of next report:** 2021-05

**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		Cloud compute	
		Availability	Reliability
		targets	95%
previous reporting period	2020-02	99,29%	99,29%
	2020-03	99,54%	99,54%
	2020-04	99,54%	99,54%
current reporting period	2020-05	97,09%	97,09%
	2020-06	90,15%	90,15%
	2020-07	93,64%	93,64%
	2020-08	97,31%	97,31%
	2020-09	95,29%	95,29%
	2020-10	99,36%	99,36%
Explanation	SLA violation: under-performing for 2 consecutive months		
2020-06 and 2020-07	Problems with the creation of the test VMs		

		Cloud Compute	
CESNET-MCC		Availability	Reliability
targets		95%	95%

previous reporting period	2020-02	92,72%	92,72%
	2020-03	95,63%	95,63%
	2020-04	99,84%	99,84%
current reporting period	2020-05	97,00%	97,00%
	2020-06	100,00%	100,00%
	2020-07	98,69%	99,23%
	2020-08	100,00%	100,00%
	2020-09	99,77%	99,77%
	2020-10	99,19%	99,19%

		Cloud Compute	
RECAS-BARI		Availability	Reliability
targets		95%	95%
previous reporting period	2020-02	91,08%	91,08%
	2020-03	100,00%	100,00%
	2020-04	99,98%	99,98%
current reporting period	2020-05	98,08%	98,08%
	2020-06	92,34%	92,34%
	2020-07	99,60%	99,60%
	2020-08	100,00%	100,00%
	2020-09	100,00%	100,00%
	2020-10	100,00%	100,00%
Explanation			
2020-06	authorisation failures		