

# 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; Notebooks

**Period:** 2020-11 - 2021-04

**Date of report:** 12/05/2021

**Date of next report:** 2021-11

**Documentation:** <https://wiki.egi.eu> [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%	95%
previous reporting period	2020-08	97.31%	97.31%
	2020-09	95.29%	95.29%
	2020-10	99.36%	99.36%
current reporting period	2020-11	98.46%	98.46%
	2020-12	98.52%	98.52%
	2021-01	91.18%	91.18%
	2021-02	83.55%	83.55%
	2021-03	96.46%	97.28%
	2021-04	86.98%	86.98%

<b>Explanation</b>	<b>SLA violation: under-performing for 2 consecutive months in the reporting period</b>
2021-01, 2021-02	authentication failures during the creation of the testing VMs.
2021-04	authentication failures during the creation of the testing VMs.

CESNET-MCC	Cloud Compute	
	Availability	Reliability

targets		95%	95%
preious reporting period	2020-08	100.00%	100.00%
	2020-09	99.77%	99.77%
	2020-10	99.19%	99.19%
current reporting period	2020-11	98.72%	98.72%
	2020-12	89.77%	89.77%
	2021-01	94.61%	94.61%
	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	98.02%	98.44%
Explanation	<b>SLA violation: under-performing for 2 consecutive months in the reporting period</b>		
2020-12, 2021-01	issues with Nova when creating the testing VMs		

INFN-CLOUD-BARI	Cloud Compute	
	Availability	Reliability
targets	95%	95%
preious reporting period	2020-08	100.00%
	2020-09	100.00%
	2020-10	100.00%
current reporting period	2020-11	100.00%
	2020-12	100.00%
	2021-01	100.00%
	2021-02	100.00%
	2021-03	100.00%
	2021-04	99.91%