

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute; Notebooks

Period: 2021-11 - 2022-04

Date of report: 17/05/2022

Date of next report: 2022-11

Documentation: <https://confluence.egi.eu/display/EGISLM/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	2021-08	99.90%	99.90%
	2021-09	99.70%	99.70%
	2021-10	92.40%	92.40%
current reporting period	2021-11	95.07%	95.07%
	2021-12	100.00%	100.00%
	2022-01	99.94%	99.94%
	2022-02	100.00%	100.00%
	2022-03	99.65%	99.65%
	2022-04	99.71%	99.71%

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

previous reporting period	2021-08	100.00%	100.00%
	2021-09	100.00%	100.00%
	2021-10	98.97%	99.99%
current reporting period	2021-11	100.00%	100.00%
	2021-12	100.00%	100.00%
	2022-01	99.79%	99.79%
	2022-02	99.50%	99.50%
	2022-03	99.38%	99.66%
	2022-04	98.16%	98.16%
Explanation			
2021-06	issues with Nova when creating the testing VMs		

		Cloud Compute	
INFN-CLOUD-BARI		Availability	Reliability
targets		95%	95%
previous reporting period	2021-08	100.00%	100.00%
	2021-09	99.46%	99.46%
	2021-10	100.00%	100.00%
current reporting period	2021-11	85.30%	85.30%
	2021-12	100.00%	100.00%
	2022-01	100.00%	100.00%
	2022-02	97.47%	97.47%
	2022-03	98.77%	98.77%
	2022-04	99.31%	99.31%
Explanation			
2021-11	authentication failures		