

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute; Notebooks

**Period:** 2022-05 - 2022-11

**Date of report:** 15/11/2022

**Date of next report:** 2023-05

**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 | 2022-02 | 100.00%                 | 100.00%     |
|                           | 2022-03 | 99.65%                  | 99.65%      |
|                           | 2022-04 | 99.71%                  | 99.71%      |
| current reporting period  | 2022-05 | 89.29%                  | 89.29%      |
|                           | 2022-06 | 100.00%                 | 100.00%     |
|                           | 2022-07 | 100.00%                 | 100.00%     |
|                           | 2022-08 | 100.00%                 | 100.00%     |
|                           | 2022-09 | 99.99%                  | 99.99%      |
|                           | 2022-10 | 91.80%                  | 91.80%      |
| Explanation               |         |                         |             |
| 2022-05, 2022-10          |         | Authentication failures |             |

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

|                           |         |         |         |
|---------------------------|---------|---------|---------|
| previous reporting period | 2022-02 | 99.50%  | 99.50%  |
|                           | 2022-03 | 99.38%  | 99.66%  |
|                           | 2022-04 | 98.16%  | 98.16%  |
| current reporting period  | 2022-05 | 98.95%  | 98.95%  |
|                           | 2022-06 | 100.00% | 100.00% |
|                           | 2022-07 | 95.61%  | 95.61%  |
|                           | 2022-08 | 100.00% | 100.00% |
|                           | 2022-09 | 100.00% | 100.00% |
|                           | 2022-10 | 99.44%  | 99.44%  |
|                           |         |         |         |
|                           |         |         |         |

|                           |                         | Cloud Compute |             |
|---------------------------|-------------------------|---------------|-------------|
| INFN-CLOUD-BARI           |                         | Availability  | Reliability |
| targets                   |                         | 95%           | 95%         |
| previous reporting period | 2022-02                 | 97.47%        | 97.47%      |
|                           | 2022-03                 | 98.77%        | 98.77%      |
|                           | 2022-04                 | 99.31%        | 99.31%      |
| current reporting period  | 2022-05                 | 99.90%        | 99.90%      |
|                           | 2022-06                 | 100.00%       | 100.00%     |
|                           | 2022-07                 | 63.01%        | 63.01%      |
|                           | 2022-08                 | 100.00%       | 100.00%     |
|                           | 2022-09                 | 99.87%        | 99.87%      |
|                           | 2022-10                 | 100.00%       | 100.00%     |
| Explanation               |                         |               |             |
| 2022-07                   | authentication failures |               |             |