

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2019-03 / 2019-08

Date of report: 10-9-2019

Date of next: 2020-03

Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability

Related agreements: <https://documents.egi.eu/document/3220>

Legend
Underperforming
On Target

BEgrid-BELNET		Previous period			Reporting period					
	Service target	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08
Availability	90%	0,00%	64,31%	99,63%	100,00%	69,97%	84,04%	91,05%	41,24%	72,72%
Reliability	95%	0,00%	64,31%	99,63%	100,00%	69,97%	84,04%	91,05%	41,24%	85,34%

SLA Violation: A/R under the targets for 5 consecutive months, from 2019-04 to 2019-08

GGUS ticket https://ggus.eu/index.php?mode=ticket_info&ticket_id=143064

CESGA		Previous period			Reporting period				
	Service target	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08
Availability	90%	77%	97%	82,33%	77,42%	97,72%	98,88%	99,68%	100,00%
Reliability	95%	77%	97%	82,33%	77,42%	97,72%	99,72%	99,68%	100,00%

Explanation
2019-03 OCCI server not responding
2019-04 OCCI server not responding

CESNET-MetaCloud / CESNET-MCC		Previous period			Reporting period					
	Service target	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08
Availability	90%	100,00%	98,63%	100,00%	99,37%	95,75%	99,89%	97,12%	99,58%	99,54%
Reliability	95%	100,00%	98,63%	100,00%	99,37%	95,75%	99,89%	97,12%	99,58%	99,54%

Explanation

