

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2020-06 - 2020-11

**Date of report:** 10-12-2020

**Date of next report:** 2021-06

**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/3388>

## Legend

Underperforming

On Target

CESGA	Cloud Compute		
		Availability	Reliability
targets		90%	95%
previous reporting period	2020-03	99,29%	99,29%
	2020-04	99,54%	99,54%
	2020-05	97,09%	97,09%
current reporting period	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%
	2020-11	98,46%	98,46%
Explanation	SLA violation: under-performing for 2 consecutive months		
2020-06	failures due to network allocation		
2020-07	failures due to the creation of testing VM		

CESNET-MCC	Cloud Compute	
	Availability	Reliability

targets		90%	95%
preious reporting period	2020-03	95,63%	95,63%
	2020-04	99,84%	99,84%
	2020-05	97,00%	97,00%
current reporting period	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%
	2020-11	98,72%	98,72%

IISAS-FedCloud		Cloud Compute	
		Availability	Reliability
targets		90%	95%
preious reporting period	2020-03	99,87%	99,87%
	2020-04	99,03%	99,03%
	2020-05	98,13%	98,13%
current reporting period	2020-06	100,00%	100,00%
	2020-07	99,53%	99,53%
	2020-08	100,00%	100,00%
	2020-09	99,83%	99,83%
	2020-10	100,00%	100,00%
	2020-11	100,00%	100,00%