Services Performance Report

shows compliance with established SLA service targets

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Service: Cloud compute

Period: 2020-12 - 2021-05

Date of report: 07/06/2021

Date of next report --

Documentation: https://wiki.eg 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	
		Availabilit	Reliability
targets		90%	95%
preious reporting period	2020-09	95.29%	95.29%
	2020-10	99.36%	99.36%
	2020-11	98.46%	98.46%
current reporting period	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%
	2021-05	94.18%	94.18%
Explanation	SLA violation: under-performing for 4 months in the reporting period Authentication failures during the creation of the testing VMs.		

CESNET-MCC		Cloud Compute	
		Availability	Reliability
targets		90%	95%
preious reporting period	2020-09	99.77%	99.77%
	2020-10	99.19%	99.19%
	2020-11	98.72%	98.72%
current reporting period	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%
	2021-05	99.87%	99.87%

SLA violation: under-performing for 2 consecutive months

2020-12, 2021-01	issues with Nova when creating the testing VMs

IISAS-FedCloud		Cloud Compute	
		Availability	Reliability
targets		90%	95%
preious reporting period	2020-09	99.83%	99.83%
	2020-10	100.00%	100.00%
	2020-11	100.00%	100.00%
current reporting period	2020-12	100.00%	100.00%
	2021-01	100.00%	100.00%
	2021-02	96.58%	98.38%
	2021-03	100.00%	100.00%
	2021-04	98.99%	98.99%
	2021-05	100.00%	100.00%