

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2020-03 / 2020-05

Date of report: 12-8-2020

Date of next -

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

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

Legend

Underperforming
On Target

CESGA		Previous period			Reporting period		
	Service target	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Availability	90%	100%	100%	100%	99,29%	99,54%	97,09%
Reliability	95%	100%	100%	100%	99,29%	99,54%	97,09%
Explanation							

CESNET-MCC		Previous period			Reporting period		
	Service target	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Availability	90%	98,25%	96,93%	92,72%	95,63%	99,84%	97,00%
Reliability	95%	98,25%	96,93%	92,72%	95,63%	99,84%	97,00%
Explanation							

IISAS-FedCloud		Previous period			Reporting period		
	Service target	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Availability	90%	100,00%	100,00%	100,00%	100,00%	99,87%	100,00%
Reliability	95%	100,00%	100,00%	100,00%	100,00%	99,87%	100,00%
Explanation							