

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2018-03 / 2018-08

Date of report: 7-9-2018

Date of next: 2019-03

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	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Availability	90%	n.a.	n.a.	n.a.	69,34%	100,00%	99,50%	100,00%	100,00%	85,47%
Reliability	95%	n.a.	n.a.	n.a.	69,34%	100,00%	99,50%	100,00%	100,00%	100,00%
Explanation	2018-03	generic OCCl authentication failure								
	2018-08	scheduled downtime for generic maintenance of the infrastructure: https://goc.egi.eu/portal/index.php?Page_Type=Downtime&id=25459								

CESNET-MetaCloud		Previous period			Reporting period					
	Service target	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Availability	90%	n.a.	n.a.	n.a.	98,20%	99,75%	97,52%	100,00%	100,00%	99,15%
Reliability	95%	n.a.	n.a.	n.a.	98,20%	99,75%	98,07%	100,00%	100,00%	99,83%
Explanation										

IISAS-FedCloud		Previous period			Reporting period					
	Service target	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Availability	90%	n.a.	n.a.	n.a.	100,00%	99,86%	99,47%	100,00%	100,00%	98,79%
Reliability	95%	n.a.	n.a.	n.a.	100,00%	99,86%	99,47%	100,00%	100,00%	98,79%
Explanation										