

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2018-12 / 2019-05

Date of report: 11-6-2019

Date of next: 2019-12

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

Related agreements: <https://documents.egi.eu/document/3404>

Legend Underperforming
On Target

	CESGA	Previous period	Reporting period					
			2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
	Service target							
Availability	90%		86,73%	76,27%	97,25%	83,60%	77,36%	97,72%
Reliability	95%		86,73%	76,27%	97,25%	83,60%	77,36%	97,72%
Explanation	2018-12	OCCI server not responding						
	2019-01	OCCI server not responding						
	2019-03	OCCI server not responding						
	2019-04	OCCI server not responding						