

Services Performance Report

shows compliance with established SLA service targets



Audience: Carlos Fernández

Report author: EGI SLA sla@mailman.egi.eu

Service: Cloud compute

Period: 2019-06 / 2019-11

Date of report: 9-12-2019

Date of next: 2020-06

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					
		Service target	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10
Availability	90%	83,60%	77,36%	97,72%	98,88%	99,68%	100,00%	97,38%	99,63%	100,00%
Reliability	95%	83,60%	77,36%	97,72%	99,72%	99,68%	100,00%	97,38%	99,63%	100,00%
Explanation										