

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: 2020-06 - 2020-11

Date of report: 9-12-2020

Date of next report: 2021-06

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

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

Legend

Underperforming

On Target

CESGA	Cloud Compute		
		Availability	Reliability
targets		95%	95%
previous reporting period	2020-03	99,29%	99,29%
	2020-04	99,54%	99,54%
	2020-05	97,09%	97,09%
current reporting period	2020-06	90,15%	90,15%
	2020-07	93,64%	93,64%
	2020-08	97,31%	97,31%
	2020-09	95,29%	95,29%
	2020-10	99,36%	99,36%
	2020-11	98,46%	98,46%
Explanation	SLA violation: under-performing for 2 consecutive months		
2020-06	failures due to network allocation		
2020-07	failures due to the creation of testing VM		