

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2019-12 / 2020-05

Date of report: 10-6-2020

Date of next: 2020-12

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

Related agreements: <https://documents.egi.eu/document/3406>

Legend Underperforming
On Target

CESNET-MetaCloud/CESNET-MCC	Service target	Previous period			Reporting period					
		2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Availability	90%	95,11%	96,96%	95,14%	98,25%	96,93%	92,72%	95,63%	99,84%	97,00%
Reliability	95%	95,84%	96,96%	95,14%	98,25%	96,93%	92,72%	95,63%	99,84%	97,00%
Explanation	2020-02	authorization failures								