

Services Performance Report

shows compliance with established SLA service targets



Audience: Mattia Santoro, Stefano Nativi, Paolo Mazzetti

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

Service: Cloud compute

Period: 2020-12 - 2021-05

Date of report: 11/06/2021

Date of next report: 2021-12

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

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

Legend

Underperforming

On Target

CESNET-MCC		Cloud Compute	
		Availability	Reliability
targets		90%	95%
previous reporting period	2020-09	99.77%	99.77%
	2020-10	99.19%	99.19%
	2020-11	98.72%	98.72%
current reporting period	2020-12	89.77%	89.77%
	2021-01	94.61%	94.61%
	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	98.02%	98.44%
	2021-05	99.87%	99.87%

SLA violation: under-performing for 2 consecutive months

2020-12, 2021-01 issues with Nova when creating the testing VMs