

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2021-06 - 2021-11

Date of report: 20/12/2021

Date of next report: 2022-06

Documentation: <https://confluence.egi.eu/display/EGISLM/Service+Level+Target+-+Quality+of+Support>

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

Legend

Underperforming

On Target

CESNET-MCC	Cloud Compute		
		Availability	Reliability
targets		90%	95%
previous reporting period	2021-03	100.00%	100.00%
	2021-04	98.02%	98.44%
	2021-05	99.87%	99.87%
current reporting period	2021-06	89.27%	89.27%
	2021-07	99.83%	99.83%
	2021-08	100.00%	100.00%
	2021-09	100.00%	100.00%
	2021-10	98.97%	99.99%
	2021-11	100.00%	100.00%
Explanation			
2021-06	issues with Nova when creating the testing VMs		