

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: 2022-06 - 2022-11

Date of report: 16/12/2022

Date of next report: 2023-06

Documentation: <https://conflue> <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	2022-03	99.38%	99.66%
	2022-04	98.16%	98.16%
	2022-05	98.95%	98.95%
current reporting period	2022-06	100.00%	100.00%
	2022-07	95.61%	95.61%
	2022-08	100.00%	100.00%
	2022-09	100.00%	100.00%
	2022-10	99.44%	99.44%
	2022-11	100.00%	100.00%