

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute; Notebooks

Period: 2020-05 - 2020-10

Date of report: 13-11-2020

Date of next report: 2021-05

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

Related agreements: <https://documents.egi.eu/public/ShowDocument?docid=3446>

Legend

Underperforming

On Target

CESGA		Cloud compute	
		Availability	Reliability
targets		90%	95%
previous reporting period	2020-02	99,29%	99,29%
	2020-03	99,54%	99,54%
	2020-04	99,54%	99,54%
current reporting period	2020-05	97,09%	97,09%
	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%
Explanation	SLA violation: under-performing for 2 consecutive months		
2020-06 and 2020-07	Problems with the creation of the test VMs		