

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2020-11 - 2021-04

Date of report: 14/05/2021

Date of next report: 2021-11

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	2020-08	97.31%	97.31%
	2020-09	95.29%	95.29%
	2020-10	99.36%	99.36%
current reporting period	2020-11	98.46%	98.46%
	2020-12	98.52%	98.52%
	2021-01	91.18%	91.18%
	2021-02	83.55%	83.55%
	2021-03	96.46%	97.28%
	2021-04	86.98%	86.98%
Explanation	SLA violation: under-performing for 2 consecutive months in the reporting period		
2021-01, 2021-02	authentication failures during the creation of the testing VMs.		
2021-04	authentication failures during the creation of the testing VMs.		