

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** Joaquin del Rio, Javier Cadena

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

**Service:** Cloud compute

**Period:** 2019-06 / 2019-11

**Date of report:** 9-13-2019

**Date of next:** 2020-06

**Documentation:** [https://wiki.egi.eu/wiki/Service\\_Level\\_Target\\_-\\_Availability\\_Reliability](https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability)

**Related agreements:** <https://documents.egi.eu/public/ShowDocument?docid=3452>

**Legend**  
Underperforming  
On Target

INFN-CATANIA-STACK		Previous period			Reporting period					
	Service target	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11
<b>Availability</b>	90%	97,76%	99,97%	98,84%	78,24%	69,65%	98,57%	90,70%	59,02%	67,59%
<b>Reliability</b>	95%	97,76%	99,97%	98,84%	78,24%	69,65%	98,57%	90,70%	59,02%	67,59%
<b>Explanation</b>	2019-06	OCCI and OpenStack services not responding								
	2019-07	CAs not updated in time, openstack server not responding								
	2019-09	responding								
	2019-10	failures due to quota exceeded								
	2019-11	failures due to quota exceeded								
<b>SLA Violation: performance below the targets for more than 4 months.</b> GGUS ticket: <a href="https://ggus.eu/index.php?mode=ticket_info&amp;ticket_id=144528">https://ggus.eu/index.php?mode=ticket_info&amp;ticket_id=144528</a>										