

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2020-12 - 2021-04

Date of report: 07/06/2021

Date of next report: --

Documentation: 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		Cloud Compute	
		Availability	Reliability
targets		90%	95%
previous reporting period	2020-09	74.95%	74.95%
	2020-10	100.00%	100.00%
	2020-11	100.00%	100.00%
current reporting period	2020-12	86.45%	86.45%
	2021-01	45.55%	45.55%
	2021-02	90.93%	90.93%
	2021-03	90.61%	90.61%
	2021-04	60.00%	60.00%

SLA violation: under-performing during the reporting period

As already reported in a previously opened ticket (https://ggus.eu/index.php?mode=ticket_info&ticket_id=151043), there was a problem with the uid of the testing VMs affecting only the VO used to monitor the service.