

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2022-01 - 2022-06

**Date of report:** 05/07/2022

**Date of next report:** 2023-01

**Documentation:** <https://confluence.egi.eu/display/EGISLM/Service+Level+Target+-+Availability+Reliability>

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

## Legend

Underperforming

On Target

CESGA	Cloud Compute		
		Availabilit	Reliability
targets		90%	95%
preious reporting period			
current reporting period	2022-01	99.94%	99.94%
	2022-02	100.00%	100.00%
	2022-03	99.65%	99.65%
	2022-04	99.71%	99.71%
	2022-05	89.29%	89.29%
	2022-06	100.00%	100.00%
Explanation			
2022-05	authentication failures		