

Services Performance Report

shows compliance with established SLA service targets



Audience: Shaun de Witt, Andrew Lahiff

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

Service: Cloud compute

Period: 2019-08 / 2020-01

Date of report: 7-2-2020

Date of next: jul 2020

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

Related agreements: <https://documents.egi.eu/document/3484>

Legend

Underperforming
On Target

CESGA		Previous period	Reporting period					
	Service target		2019-08	2019-09	2019-10	2019-11	2019-12	2020-01
Availability	90%		100,00%	97,38%	99,63%	96,96%	100,00%	100,00%
Reliability	95%		100,00%	97,38%	99,63%	96,96%	100,00%	100,00%

Explanation:

UNIV-LILLE		Previous period	Reporting period					
	Service target		2019-08	2019-09	2019-10	2019-11	2019-12	2020-01
Availability	90%		100,00%	95,26%	100,00%	99,99%	100,00%	100,00%
Reliability	95%		100,00%	95,26%	100,00%	99,99%	100,00%	100,00%

Explanation: