

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2020-02 / 2020-07

Date of report: 12-8-2020

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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	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Availability	90%	96,96%	100,00%	100,00%	100,00%	99,29%	99,54%	97,09%	90,15%	93,64%
Reliability	95%	96,96%	100,00%	100,00%	100,00%	99,29%	99,54%	97,09%	90,15%	93,64%

SLA violation: under-performing for 2 consecutive months

Problems with the creation of the test VMs

UNIV-LILLE		Previous period			Reporting period					
	Service target	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Availability	90%	99,99%	100,00%	100,00%	100,00%	99,96%	59,88%	97,97%	90,51%	99,24%
Reliability	95%	99,99%	100,00%	100,00%	100,00%	99,96%	56,88%	97,97%	100,00%	99,24%

Explanation: 2020-04 problem with publication of the test image on AppDB