

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute; Notebooks

**Period:** 2020-08 - 2021-01

**Date of report:** 12-2-2021

**Date of next report:** 2021-08

**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/document/3484>

## Legend

Underperforming

On Target

		Cloud Compute	
CESGA		Availability	Reliability
targets		90%	95%
previous reporting period	2020-05	97,09%	97,09%
	2020-06	90,15%	90,15%
	2020-07	93,64%	93,64%
current reporting period	2020-08	97,31%	97,31%
	2020-09	95,29%	95,29%
	2020-10	99,36%	99,36%
	2020-11	98,46%	98,46%
	2020-12	98,52%	98,52%
	2021-01	91,18%	91,18%
Explanation			
2021-01	authentication failures		

Cloud Compute

UNIV-LILLE		Availability	Reliability
targets		90%	95%
previous reporting period	2020-05	97,97%	97,97%
	2020-06	90,51%	100,00%
	2020-07	99,24%	99,24%
current reporting period	2020-08	100,00%	100,00%
	2020-09	100,00%	100,00%
	2020-10	99,81%	99,81%
	2020-11	99,76%	99,76%
	2020-12	98,43%	98,43%
	2021-01	99,79%	99,79%