

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute; Online Storage

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

**Date of report:** 04/08/2021

**Date of next report:** 2022-02

**Documentation:** <https://wiki.egi.eu> [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

CESGA		Availability	Reliability
targets		85%	90%
previous reporting period	2020-11	98.46%	98.46%
	2020-12	98.52%	98.52%
	2021-01	91.18%	91.18%
current reporting period	2021-02	83.55%	83.55%
	2021-03	96.46%	97.28%
	2021-04	86.98%	86.98%
	2021-05	94.18%	94.18%
	2021-06	100.00%	100.00%
	2021-07	100.00%	100.00%
<b>Explanation</b>			
2021-02, 2021-04		Authentication failures during the creation of the testing VMs.	



UNIV-LILLE		Availability	Reliability
targets		85%	90%
previous reporting period	2020-11	99.76%	99.76%
	2020-12	98.43%	98.43%
	2021-01	99.79%	99.79%
current reporting period	2021-02	99.95%	99.95%
	2021-03	100.00%	100.00%
	2021-04	96.12%	96.12%
	2021-05	99.69%	99.69%
	2021-06	100.00%	100.00%
	2021-07	100.00%	100.00%