

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2019-08 / 2020-01

**Date of report:** 11-2-2020

**Date of next:** jul 2020

**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/3487>

**Legend** Underperforming  
On Target

IFCA-LCG2		Previous period		Reporting period			
	Service target	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01
Availability	85%	100,00%	95,79%	93,99%	93,99%	81,28%	93,17%
Reliability	90%	100,00%	95,79%	93,99%	93,99%	88,68%	94,49%

**Explanation:** 2019-12 OpenID authorization failures