

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2019-12 / 2020-05

Date of report: 10-6-2020

Date of next: 2020-12

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

Related agreements: <https://documents.egi.eu/document/3539>

Legend Underperforming
On Target

CESGA		Previous period			Reporting period					
	Service target	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Availability	95%	97,38%	99,63%	100,00%	100,00%	100,00%	100,00%	99,29%	99,54%	97,09%
Reliability	95%	97,38%	99,63%	100,00%	100,00%	100,00%	100,00%	99,29%	99,54%	97,09%
Explanation										

RECAS-BARI		Previous period			Reporting period					
	Service target	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Availability	95%	98,02%	100,00%	100,00%	96,87%	100,00%	97,63%	100,00%	100,00%	98,08%
Reliability	95%	98,02%	100,00%	100,00%	96,87%	100,00%	97,63%	100,00%	100,00%	98,08%
Explanation										