

Services Performance Report

shows compliance with established SLA service targets



Audience: Ivan Rodero

Report author: EGI SLA sla@mailman.egi.eu

Service: Cloud compute

Period: 2020-06 - 2020-11

Date of report: 10-12-2020

Date of next report: 2021-06

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

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

Legend

Underperforming

On Target

CESGA		Cloud Compute	
		Availability	Reliability
targets		95%	95%
previous reporting period	2020-03	99,29%	99,29%
	2020-04	99,54%	99,54%
	2020-05	97,09%	97,09%
current reporting period	2020-06	90,15%	90,15%
	2020-07	93,64%	93,64%
	2020-08	97,31%	97,31%
	2020-09	95,29%	95,29%
	2020-10	99,36%	99,36%
	2020-11	98,46%	98,46%
Explanation	SLA violation: under-performing for 2 consecutive months		
2020-06	failures due to network allocation		
2020-07	failures due to the creation of testing VM		

RECAS-BARI		Cloud Compute	
		Availability	Reliability

targets		95%	95%
preious reporting period	2020-03	100,00%	100,00%
	2020-04	99,98%	99,98%
	2020-05	98,08%	98,08%
current reporting period	2020-06	92,34%	92,34%
	2020-07	99,60%	99,60%
	2020-08	100,00%	100,00%
	2020-09	100,00%	100,00%
	2020-10	100,00%	100,00%
	2020-11	100,00%	100,00%
Explanation			
2020-06	authorisation failures		