

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2020-12 - 2021-05

Date of report: 10/06/2021

Date of next report: 2021-12

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

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

Legend

Underperforming

On Target

CESGA	Cloud Compute		
		Availability	Reliability
targets		95%	95%
previous reporting period	2020-09	95.29%	95.29%
	2020-10	99.36%	99.36%
	2020-11	98.46%	98.46%
current reporting period	2020-12	98.52%	98.52%
	2021-01	91.18%	91.18%
	2021-02	83.55%	83.55%
	2021-03	96.46%	97.28%
	2021-04	86.98%	86.98%
	2021-05	94.18%	94.18%
Explanation	<p>SLA violation: under-performing for 4 months in the reporting period</p> <p>Authentication failures during the creation of the testing VMs.</p>		

INFN-CLOUD-BARI	Cloud Compute	
	Availability	Reliability

targets		95%	95%
preious reporting period	2020-09	100.00%	100.00%
	2020-10	100.00%	100.00%
	2020-11	100.00%	100.00%
current reporting period	2020-12	100.00%	100.00%
	2021-01	100.00%	100.00%
	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
	2021-04	99.91%	99.91%
	2021-05	99.89%	99.89%