

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2021-06 - 2021-11

Date of report: 20/12/2021

Date of next report: 2022-06

Documentation: <https://confluence.egi.eu/display/EGISLM/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	2021-03	96.46%	97.28%
	2021-04	86.98%	86.98%
	2021-05	94.18%	94.18%
current reporting period	2021-06	100.00%	100.00%
	2021-07	100.00%	100.00%
	2021-08	99.90%	99.90%
	2021-09	99.70%	99.70%
	2021-10	97.40%	97.40%
	2021-11	95.07%	95.07%

INFN-CLOUD-BARI		Cloud Compute	
		Availability	Reliability
targets		95%	95%

previous reporting period	2021-03	100.00%	100.00%
	2021-04	99.91%	99.91%
	2021-05	99.89%	99.89%
current reporting period	2021-06	99.87%	99.87%
	2021-07	100.00%	100.00%
	2021-08	100.00%	100.00%
	2021-09	99.46%	99.46%
	2021-10	100.00%	100.00%
	2021-11	85.30%	85.30%
Explanation			
2021-11	Authentication failures		