

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2022-06 - 2022-11

Date of report: 21/12/2022

Date of next report: 2023-06

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		
		Availabilit	Reliability
targets		95%	95%
preious reporting period	2022-03	99.65%	99.65%
	2022-04	99.71%	99.71%
	2022-05	89.29%	89.29%
current reporting period	2022-06	100.00%	100.00%
	2022-07	100.00%	100.00%
	2022-08	100.00%	100.00%
	2022-09	99.99%	99.99%
	2022-10	91.80%	91.80%
	2022-11	100.00%	100.00%
Explanation			
2022-10	authentication failures		

INFN-CLOUD-BARI	Cloud Compute	
	Availabilit	Reliability

targets		95%	95%
preious reporting period	2022-03	98.77%	98.77%
	2022-04	99.31%	99.31%
	2022-05	99.90%	99.90%
current reporting period	2022-06	100.00%	100.00%
	2022-07	63.01%	63.01%
	2022-08	100.00%	100.00%
	2022-09	99.87%	99.87%
	2022-10	100.00%	100.00%
	2022-11	98.46%	98.46%
Explanation			
2022-07	authentication failures		