

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2020-01 / 2020-06

Date of report: 12-8-2020

Date of next: 2021-01

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

Related agreements: <https://documents.egi.eu/document/3565>

Legend Underperforming
On Target

| IFCA-LCG2 | Previous period | Reporting period | | | | | |
|--------------|-----------------|-------------------------|---------|---------|---------|---------|---------|
| | | 2020-01 | 2020-02 | 2020-03 | 2020-04 | 2020-05 | 2020-06 |
| Availability | 85% | 100,00% | 85,42% | 95,11% | 97,21% | 78,35% | 93,60% |
| Reliability | 90% | 100,00% | 93,41% | 95,11% | 97,21% | 78,35% | 93,60% |
| Explanation | 2020-05 | authentication failures | | | | | |