Services Performance Report

shows compliance with established SLA service targets

Audience: Miklós Bán
Report author: EGI SLA sla@mailman.egi.eu
Service: Cloud compute
Period: 2021-01 / 2021-03
Date of report: 14/04/2021
Date of next report --
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		Cloud Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2020-10	97.86%	97.86%
	2020-11	96.96%	96.96%
	2020-12	91.26%	91.26%
current reporting period	2021-01	76.03%	87.05%
	2021-02	99.84%	99.84%
	2021-03	86.16%	86.16%
Explanation			
2021-01	planned intervention in the computing centre; network issues during creation of testing VM.		
2021-03	authentication failures		