

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: 7-9-2020

Date of next: 2021-01

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

Related agreements: <https://documents.egi.eu/document/3574>

Legend Underperforming
On Target

RECAS-BARI	Service target	Previous period			Reporting period					
		2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	95%	100,00%	100,00%	96,87%	100,00%	97,63%	100,00%	100,00%	98,08%	92,34%
Reliability	95%	100,00%	100,00%	96,87%	100,00%	97,63%	100,00%	100,00%	98,08%	92,34%
Explanation	2020-06	authentication failures								