

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute
Period: 2020-01 / 2020-06
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Date of next: 2021-01

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

Related agreements: <https://documents.egi.eu/document/3576>

Legend Underperforming
 On Target

CESNET-MCC		Previous period	Reporting period				
Service target		2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	95%	96,93%	92,72%	95,63%	99,84%	97,00%	100,00%
Reliability	95%	96,93%	92,72%	95,63%	99,84%	97,00%	100,00%
Explanation	2020-02	authorization failures					

CYFRONET-CLOUD		Previous period	Reporting period				
Service target		2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	95%	81,20%	81,35%	99,28%	99,14%	90,06%	98,84%
Reliability	95%	81,20%	81,35%	99,28%	99,14%	90,06%	98,84%
Explanation	2020-01	problem in creating the test VM					
	2020-02	problem in deleting the test VM					
	2020-05	problem in creating the test VM					

IN2P3-IRES		Previous period	Reporting period				
Service target		2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Availability	85%	100,00%	99,54%	99,81%	99,72%	97,49%	100,00%
Reliability	90%	100,00%	99,84%	99,81%	99,72%	97,49%	100,00%
Explanation							