

Services Performance Report

shows compliance with established SLA service targets



Audience: Marcus Hardt, Jorge Gomes, Isabel Campos

Report author: EGI SLA sla@mailman.egi.eu

Service: Cloud compute

Period: 2020-03 / 2020-08

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Date of next: 2021-03

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

Related agreements: <https://documents.egi.eu/document/3590>

Legend

Underperforming
On Target

CESGA		Previous period	Reporting period				
	Service target	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Availability	90%	99,29%	99,54%	97,09%	90,15%	93,64%	97,31%
Reliability	90%	99,29%	99,54%	97,09%	90,15%	93,64%	97,31%
Explanation							

CESNET-MCC		Previous period	Reporting period				
	Service target	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Availability	90%	95,63%	99,84%	97,00%	100,00%	98,69%	100,00%
Reliability	90%	95,63%	99,84%	97,00%	100,00%	99,23%	100,00%
Explanation							

CETA-GRID		Previous period	Reporting period			
	Service target	2020-05	2020-06	2020-07	2020-08	
Availability	90%	95,62%	98,71%	99,35%	100,00%	
Reliability	90%	95,62%	98,71%	99,35%	100,00%	
Explanation						

IFCA-LCG2		Previous period		Reporting period			
	Service target	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Availability	90%	95,26%	97,21%	78,35%	93,70%	93,06%	99,10%
Reliability	90%	95,26%	97,21%	78,35%	93,70%	93,06%	99,10%
Explanation	2020-05	Failures due to creation of the test VMs					

IISAS-FedCloud		Previous period		Reporting period			
	Service target	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Availability	90%	100,00%	99,87%	100,00%	100,00%	100,00%	100,00%
Reliability	90%	100,00%	99,87%	100,00%	100,00%	100,00%	100,00%
Explanation							

NGC-INGRID-PT		Previous period		Reporting period			
	Service target	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Availability	90%	99,11%	99,90%	97,68%	100,00%	99,34%	99,85%
Reliability	90%	99,11%	99,90%	97,68%	100,00%	99,34%	99,85%
Explanation							