

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2020-03 / 2020-08

**Date of report:** 22-9-2020

**Date of next:** 2021-03

**Documentation:** [https://wiki.egi.eu/wiki/Service\\_Level\\_Target\\_-\\_Availability\\_Reliability](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								