

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2020-09 - 2021-03

**Date of report:** 30/03/2021

**Date of next report** --

**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

		Cloud Compute	
CESGA		Availability	Reliability
targets		90%	90%
previous reporting period	2020-06	90.15%	90.15%
	2020-07	93.64%	93.64%
	2020-08	97.31%	97.31%
current reporting period	2020-09	95.29%	95.29%
	2020-10	99.36%	99.36%
	2020-11	98.46%	98.46%
	2020-12	98.52%	98.52%
	2021-01	91.18%	91.18%
	2021-02	83.55%	83.55%
	2021-03	96.46%	97.28%

## Explanation

2021-02 authentication failures during the creation of the testing VMs.

		Cloud Compute	
CESNET-MCC		Availability	Reliability

targets		90%	90%
preious reporting period	2020-06	100.00%	100.00%
	2020-07	98.69%	99.23%
	2020-08	100.00%	100.00%
current reporting period	2020-09	99.77%	99.77%
	2020-10	99.19%	99.19%
	2020-11	98.72%	98.72%
	2020-12	89.77%	89.77%
	2021-01	94.61%	94.61%
	2021-02	100.00%	100.00%
	2021-03	100.00%	100.00%
Explanation			
2020-12	authentication failures		

		Cloud Compute	
CETA-GRID		Availability	Reliability
targets		90%	90%
preious reporting period	2020-06	98.68%	98.68%
	2020-07	99.33%	99.33%
	2020-08	100.00%	100.00%
current reporting period	2020-09	100.00%	100.00%
	2020-10	98.05%	98.05%
	2020-11	98.04%	98.04%
	2020-12	92.16%	92.16%
	2021-01	61.09%	61.09%
	2021-02	95.20%	95.20%
	2021-03	99.18%	99.18%
Explanation			

**2021-01**

authentication failures

		Cloud Compute	
IFCA-LCG2		Availability	Reliability
targets		90%	90%
previous reporting period	2020-06	93.70%	93.70%
	2020-07	93.06%	93.06%
	2020-08	99.10%	99.10%
current reporting period	2020-09	100.00%	100.00%
	2020-10	97.86%	97.86%
	2020-11	96.96%	96.96%
	2020-12	91.26%	91.26%
	2021-01	76.03%	87.05%
	2021-02	99.84%	99.84%
	2021-03	85.69%	85.69%
<b>Explanation</b>			
2021-01	Scheduled intervention at the computing centre.		
2021-03	authentication failures		

		Cloud Compute	
IISAS-FedCloud		Availability	Reliability
targets		90%	90%
previous reporting period	2020-06	100.00%	100.00%
	2020-07	100.00%	100.00%
	2020-08	100.00%	100.00%
current reporting period	2020-09	99.84%	99.84%
	2020-10	100.00%	100.00%
	2020-11	100.00%	100.00%
	2020-12	100.00%	100.00%

period	2021-01	100.00%	100.00%
	2021-02	96.58%	98.38%
	2021-03	100.00%	100.00%

		Cloud Compute	
NGC-INGRID-PT		Availability	Reliability
targets		90%	90%
previous reporting period	2020-06	100.00%	100.00%
	2020-07	99.32%	99.32%
	2020-08	99.85%	99.85%
current reporting period	2020-09	100.00%	100.00%
	2020-10	100.00%	100.00%
	2020-11	98.04%	98.04%
	2020-12	91.07%	91.07%
	2021-01	100.00%	100.00%
	2021-02	96.17%	96.17%
	2021-03	100.00%	100.00%