# Services Performance Report

shows compliance with established SLA service targets

**Audience:** Baptiste Cecconi

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

**Service:** Cloud Compute

**Period:** 2020-11 - 2021-04

**Date of report:** 21/05/2021

**Date of next report** 2021-11

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

**Related agreements:** https://documents.egi.eu/document/3598

**Legend**

| | |
|---|---|
| Underperforming | |
| On Target | |

| CESNET-MCC | | Cloud Compute | |
|---|---|---|---|
| | | Availability | Reliability |
| targets | | 95% | 95% |
| preious reporting period | 2020-08 | 100.00% | 100.00% |
| | 2020-09 | 99.77% | 99.77% |
| | 2020-10 | 99.19% | 99.19% |
| | | | |
| current reporting period | 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% |
| | 2021-04 | 98.02% | 98.44% |
| Explanation | SLA violation: under-performing for 2 consecutive months in the reporting period | | |
| 2020-12, 2021-01 | issues with Nova when creating the testing VMs | | |

| IN2P3-IRES | | Cloud Compute | |
|---|---|---|---|
| | | Availability | Reliability |
| targets | | 95% | 95% |

| | | | |
|---|---|---|---|
| preious reporting period | 2020-08 | 99.93% | 99.93% |
| | 2020-09 | 100.00% | 100.00% |
| | 2020-10 | 98.75% | 98.75% |
| | | | |
| current reporting period | 2020-11 | 99.83% | 99.83% |
| | 2020-12 | 99.62% | 99.62% |
| | 2021-01 | 98.63% | 98.63% |
| | 2021-02 | 100.00% | 100.00% |
| | 2021-03 | 95.15% | 99.17% |
| | 2021-04 | 96.86% | 97.29% |
| | | | |