

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute, Online Storage

**Period:** 2022-02 - 2022-07

**Date of report:** 09/08/2022

**Date of next report:** 2023-02

**Documentation:** <https://confluence.egi.eu/display/EGISLM/Service+Level+Target+-+Availability+Reliability>

**Related agreements:** <https://documents.egi.eu/document/3667>

## Legend

Underperforming

On Target

|                          |         | Availability          |         | Reliability |  |
|--------------------------|---------|-----------------------|---------|-------------|--|
| INFN-CLOUD-BARI          | targets | 90%                   | 95%     |             |  |
| preious reporting period | 2021-11 | 85.30%                | 85.30%  |             |  |
|                          | 2021-12 | 100.00%               | 100.00% |             |  |
|                          | 2022-01 | 100.00%               | 100.00% |             |  |
| current reporting period | 2022-02 | 97.47%                | 97.47%  |             |  |
|                          | 2022-03 | 98.77%                | 98.77%  |             |  |
|                          | 2022-04 | 99.31%                | 99.31%  |             |  |
|                          | 2022-05 | 99.90%                | 99.90%  |             |  |
|                          | 2022-06 | 100.00%               | 100.00% |             |  |
|                          | 2022-07 | 63.01%                | 63.01%  |             |  |
| Explanation              |         |                       |         |             |  |
| 2022-07                  |         | Unexpected power cut. |         |             |  |