

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2020-11 - 2021-03

Date of report: 13/04/2021

Date of next report --

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

Related agreements: <https://documents.egi.eu/document/3682>

Legend

Underperforming

On Target

		Cloud Compute	
CESGA		Availability	Reliability
targets		90%	95%
	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	96.57%	97.37%

Explanation	SLA violation: under-performing for 2 consecutive months in the reporting period
2021-01, 2021-02	authentication failures during the creation of the testing VMs.