

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2021-10 - 2022-03

**Date of report:** 13/04/2022

**Date of next report:** 2022-10

**Documentation:** <https://confluence.egi.eu/display/EGISLM/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%
previous reporting period	2021-07	100.00%	100.00%
	2021-08	99.90%	99.90%
	2021-09	99.70%	99.70%
current reporting period	2021-10	97.40%	97.40%
	2021-11	95.07%	95.07%
	2021-12	100.00%	100.00%
	2022-01	99.94%	99.94%
	2022-02	100.00%	100.00%
	2022-03	99.65%	99.65%