

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute, Online Storage

Period: 2021-07 / 2021-12

Date of report: 20/01/2022

Date of next report: 2022-07

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

Related agreements: <https://documents.egi.eu/document/3696>

Legend

Underperforming

On Target

100IT			
		Availability	Reliability
targets		99%	99%
previous reporting period	2021-04	99.99%	99.99%
	2021-05	99.66%	99.66%
	2021-06	100.00%	100.00%
current reporting period	2021-07	99.88%	99.88%
	2021-08	100.00%	100.00%
	2021-09	98.92%	98.92%
	2021-10	99.89%	99.89%
	2021-11	99.50%	99.50%
	2021-12	100.00%	100.00%
Explanation			
2021-09	Authentication failures.		