Services Performance Report

shows compliance with established SLA service targets

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Service:	Cloud compute, Online Storage
Period:	2023-01 / 2023-06
Date of report:	31/07/2023
Date of next report	2024-01
Documentation:	https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability
Related agreements:	https://documents.egi.eu/document/3696

Legend

Underperforming
On Target

100%IT - Hive		Cloud compute	
		Availability	**Reliability**
targets		99%	99%
	2022-10	99.97%	99.97%
	2022-11	99.86%	99.86%
preious reporting period	**2022-12**	100.00%	100.00%
	2023-01	100.00%	100.00%
	2023-02	100.00%	100.00%
	2023-03	99.60%	99.60%
	2023-04	100.00%	100.00%
	2023-05	100.00%	100.00%
current reporting period	**2023-06**	99.86%	99.86%

IFCA-LCG2		Cloud compute & GPU	
		Availability	**Reliability**
targets		90%	90%
	2022-10	99.16%	99.16%
	2022-11	88.47%	100.00%
preious reporting period	**2022-12**	84.14%	99.52%
	2023-01	100.00%	100.00%
	2023-02	82.38%	82.38%
	2023-03	98.23%	98.69%
	2023-04	99.95%	99.95%
	2023-05	95.56%	95.56%
current reporting period	**2023-06**	99.06%	99.06%
Explanation		Resources were allocated but never used: further inquiry was not necessary.	