

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2021-11 - 2022-04

Date of report: 11/05/2022

Date of next report: 2022-11

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

Related agreements: <https://documents.egi.eu/document/3747>

Legend

Underperforming

On Target

		Cloud Compute	
IFCA-LCG2		Availability	Reliability
targets		90%	90%
preious reporting period	2021-08	99.69%	99.84%
	2021-09	100.00%	100.00%
	2021-10	99.81%	99.81%
current reporting period	2021-11	88.46%	99.38%
	2021-12	99.82%	99.97%
	2022-01	85.22%	95.21%
	2022-02	90.74%	90.74%
	2022-03	98.77%	98.77%
	2022-04	99.53%	99.53%
Explanations			
2021-11	Scheduled downtime to upgrade the		
2022-01	Scheduled update of the services		

		Cloud Compute	
NCG-INGRID-PT		Availability	Reliability
targets		90%	90%
previous reporting period	2021-08	99.86%	99.86%
	2021-09	99.69%	99.69%
	2021-10	98.98%	98.98%
current reporting period	2021-11	96.75%	96.75%
	2021-12	99.87%	99.87%
	2022-01	99.90%	99.90%
	2022-02	100.00%	100.00%
	2022-03	99.83%	99.83%
	2022-04	100.00%	100.00%