

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2022-05 - 2022-10

**Date of report:** 15/11/2022

**Date of next report:** 2023-05

**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%         |
| previous reporting period | 2022-02 | 90.74%  | 90.74%      |
|                           | 2022-03 | 98.77%  | 98.77%      |
|                           | 2022-04 | 99.53%  | 99.53%      |
| current reporting period  | 2022-05 | 99.50%  | 99.50%      |
|                           | 2022-06 | 100.00%   | 100.00%     |
|                           | 2022-07 | 97.26%  | 97.26%      |
|                           | 2022-08 | 44.22%  | 99.71%      |
|                           | 2022-09 | 95.10%  | 95.10%      |
|                           | 2022-10 | 99.16%  | 99.16%      |
| Explanations              |         |   |             |
| 2022-08                   |         | Scheduled downtime to upgrade the OpenStack version |             |

|               |  | Cloud Compute |             |
|---------------|--|---------------|-------------|
| NCG-INGRID-PT |  | Availability  | Reliability |

|                             |         |         |         |
|-----------------------------|---------|---------|---------|
| targets                     |         | 90%     | 90%     |
| preious reporting<br>period | 2022-02 | 100.00% | 100.00% |
|                             | 2022-03 | 99.83%  | 99.83%  |
|                             | 2022-04 | 100.00% | 100.00% |
|                             |         |         |         |
| current reporting<br>period | 2022-05 | 100.00% | 100.00% |
|                             | 2022-06 | 100.00% | 100.00% |
|                             | 2022-07 | 100.00% | 100.00% |
|                             | 2022-08 | 100.00% | 100.00% |
|                             | 2022-09 | 100.00% | 100.00% |
|                             | 2022-10 | 97.35%  | 97.35%  |
|                             |         |         |         |