# Services Performance Report

**shows compliance with established SLA service targets**

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**Service:** Cloud compute

**Period:** 2022-11 - 2023-04

**Date of report:** 08/05/2023

**Date of next report** 2023-11

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

**Related agreements:** https://documents.egi.eu/document/3747

**Legend**

| Underperforming |
| On Target |

| IFCA-LCG2 | | Cloud Compute | |
|---|---|---|---|
| | | Availabilit | Reliability |
| targets | | 90% | 90% |
| preious reporting period | 2022-08 | 44.22% | 99.71% |
| | 2022-09 | 95.10% | 95.10% |
| | 2022-10 | 99.16% | 99.16% |
| | | | |
| current reporting period | 2022-11 | 88.47% | 100.00% |
| | 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% |

**SLA violation: under-performing for 2 consecutive months in the reporting period, from 2022-11 to 2022-12**

**Scheduled maintenance of the power supply in the building**

| 2023-02 | Authentication issues when creating the test VMs |
|---|---|

**Cloud Compute**

| NCG-INGRID-PT | | Availability | Reliability |
|---|---|---|---|
| targets | | 90% | 90% |
| preious reporting period | 2022-08 | 100.00% | 100.00% |
| | 2022-09 | 100.00% | 100.00% |
| | 2022-10 | 97.35% | 97.35% |
| | | | |
| current reporting period | 2022-11 | 100.00% | 100.00% |
| | 2022-12 | 100.00% | 100.00% |
| | 2023-01 | 100.00% | 100.00% |
| | 2023-02 | 100.00% | 100.00% |
| | 2023-03 | 99.72% | 99.72% |
| | 2023-04 | 99.86% | 99.86% |
| | | | |