Services Performance Report

shows compliance with established SLA service targets

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Service: Cloud compute

Period: 2021-06 - 2021-11

Date of report: 20/12/2021

Date of next report 2022-06

Documentation: https://conflue https://confluence.egi.eu/display/EGISLM/Service+Level+Target+-+Quality+of+Support

Related agreements: https://documents.egi.eu/document/3749

Legend

| Underperforming |
| On Target |

IFCA-LCG2		Cloud Compute	
		Availabilit	Reliability
targets		90%	90%
preious reporting period			
current reporting period	2021-06	100.00%	100.00%
	2021-07	100.00%	100.00%
	2021-08	99.69%	99.84%
	2021-09	100.00%	100.00%
	2021-10	99.81%	99.81%
	2021-11	88.46%	99.38%
Explanation			
2021-11	Scheduled downtime for OpenStack upgrade.		