Services Performance Report

shows compliance with established SLA service targets

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Service: Cloud compute

Period: 2021-12 - 2022-05

Date of report: 23/06/2022

Date of next report 2022-12

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	
		Availability	Reliability
targets		90%	90%
preious reporting period	2021-09	100.00%	100.00%
	2021-10	99.81%	99.81%
	2021-11	88.46%	99.38%
current reporting period	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	99.52%	99.52%
	2022-05	99.50%	99.50%

Explanation	
2022-02	Problems with the creation of the VM images; Unscheduled intervention on the cloud infrastructure