Services Performance Report

shows compliance with established SLA service targets

Audience: Barry Hardy

Report author: EGI SLA sla@mailman.egi.eu

Service: Cloud compute

Period: 2022-06 - 2022-11

Date of report: 21/12/2022

Date of next report 2023-06

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	2022-03	98.77%	98.77%
	2022-04	99.52%	99.52%
	2022-05	99.50%	99.50%
current reporting period	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%
	2022-11	88.47%	100.00%

Explanation	
2022-08	Scheduled intervention for updating the OpenStack components
2022-11	Scheduled maintenance of the power supply in the building