

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: 17/12/2021

Date of next report: 2022-06

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

Related agreements: <https://documents.egi.eu/document/3750>

Legend

Underperforming

On Target

		Cloud Compute	
		Availability	Reliability
INFN-CLOUD-BARI	targets	90%	90%
previous reporting period			
current reporting period	2021-06	99.87%	99.87%
	2021-07	100.00%	100.00%
	2021-08	100.00%	100.00%
	2021-09	99.46%	99.46%
	2021-10	100.00%	100.00%
	2021-11	85.30%	85.30%
Explanation			
2021-11	Authentication failures		

		Cloud Compute	
		Availability	Reliability
NCG-INGRID-PT			

targets		90%	90%
preious reporting period			
current reporting period	2021-06	100.00%	100.00%
	2021-07	100.00%	100.00%
	2021-08	99.86%	99.86%
	2021-09	99.69%	99.69%
	2021-10	98.98%	98.98%
	2021-11	96.75%	96.75%