

Services Performance Report

shows compliance with established SLA service targets



Audience: Bjorn Backeberg

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

Service: Cloud compute

Period: 2022-06 - 2022-11

Date of report: 16/12/2022

Date of next report: 2023-06

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	
INFN-CLOUD-BARI		Availability	Reliability
targets		90%	90%
previous reporting period	2022-03	98.77%	98.77%
	2022-04	99.31%	99.31%
	2022-05	99.90%	99.90%
current reporting period	2022-06	100.00%	100.00%
	2022-07	63.01%	63.01%
	2022-08	100.00%	100.00%
	2022-09	99.87%	99.87%
	2022-10	100.00%	100.00%
	2022-11	98.46%	98.46%
2022-07	authentication failures		

		Cloud Compute	
NCG-INGRID-PT		Availability	Reliability

targets		90%	90%
preious reporting period	2022-03	99.83%	99.83%
	2022-04	100.00%	100.00%
	2022-05	100.00%	100.00%
current reporting period	2022-06	100.00%	100.00%
	2022-07	100.00%	100.00%
	2022-08	100.00%	100.00%
	2022-09	100.00%	100.00%
	2022-10	97.35%	97.35%
	2022-11	100.00%	100.00%