

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute

Period: 2022-12 - 2023-06

Date of report: 07/07/2023

Date of next report: sla ended

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		Availabilit	Reliability
targets		90%	90%
preious reporting period	2022-09	99.87%	99.87%
	2022-10	100.00%	100.00%
	2022-11	98.46%	98.46%
current reporting period	2022-12	99.91%	99.91%
	2023-01	99.96%	99.96%
	2023-02	99.57%	99.57%
	2023-03	99.64%	99.64%
	2023-04	99.72%	99.72%
	2023-05	49.73%	49.73%
	2023-06	0.00%	0.00%

SLA violation

Underperforming for 2 consecutive months

hardware problems to the storage service underlying the cloud infrastructure

Cloud Compute

NCG-INGRID-PT		Availabilit	Reliability
targets		90%	90%
preious reporting period	2022-09	100.00%	100.00%
	2022-10	97.35%	97.35%
	2022-11	100.00%	100.00%
current reporting period	2022-12	100.00%	100.00%
	2023-01	100.00%	100.00%
	2023-02	100.00%	100.00%
	2023-03	99.72%	99.72%
	2023-04	99.86%	99.86%
	2023-05	100.00%	100.00%
	2023-06	100.00%	100.00%