

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute, Online Storage

**Period:** 2022-03 - 2023-08

**Date of report:** 16/09/2022

**Date of next report:** 2023-03

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

**Related agreements:** <https://documents.egi.eu/document/3761>

## Legend

Underperforming

On Target

|                           |                        | Availability |         | Reliability |  |
|---------------------------|------------------------|--------------|---------|-------------|--|
| CLOUDIFIN                 |                        | 90%          | 90%     |             |  |
| targets                   |                        | 90%          | 90%     |             |  |
| previous reporting period | 2021-12                | 95.42%       | 95.42%  |             |  |
|                           | 2022-01                | 100.00%      | 100.00% |             |  |
|                           | 2022-02                | 99.42%       | 99.42%  |             |  |
| current reporting period  | 2022-03                | 99.84%       | 99.84%  |             |  |
|                           | 2022-04                | 100.00%      | 100.00% |             |  |
|                           | 2022-05                | 98.39%       | 98.39%  |             |  |
|                           | 2022-06                | 99.86%       | 99.86%  |             |  |
|                           | 2022-07                | 86.94%       | 86.94%  |             |  |
|                           | 2022-08                | 99.38%       | 99.38%  |             |  |
| Explanation               |                        |              |         |             |  |
| 2022-07                   | authorisation failures |              |         |             |  |