

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute, Online Storage

**Period:** 2021-06 / 2021-11

**Date of report:** 20/01/2022

**Date of next report:** 2022-04

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

**Related agreements:** <https://documents.egi.eu/document/3762>

## Legend

Underperforming

On Target

INFN-CLOUD-BARI			
		Availability	Reliability
targets		95%	95%
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.	