

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute, Online Storage

Period: 2021-07 - 2021-12

Date of report: 18/02/2022

Date of next report: 2022-07

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

Related agreements: <https://documents.egi.eu/document/3765>

Legend

Underperforming

On Target

		Availability		Reliability	
IFCA-LCG2		Availability	Reliability	Availability	Reliability
targets		90%	95%		
previous reporting period					
current reporting period	2021-07	100.00%	100.00%		
	2021-08	99.69%	99.84%		
	2021-09	100.00%	100.00%		
	2021-10	99.81%	99.81%		
	2021-11	88.46%	99.38%		
	2021-12	99.82%	99.97%		
Explanation					
2021-11		Scheduled downtime for upgrading the OpenStack version			