

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute, Online Storage

Period: 2022-01 - 2022-06

Date of report: 06/07/2022

Date of next report: 2023-01

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

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

Legend

Underperforming

On Target

IFCA-LCG2 targets		Availability		Reliability	
		90%		95%	
previous reporting period	2021-10	99.81%	99.81%	99.81%	99.81%
	2021-11	88.46%	99.38%	99.38%	99.38%
	2021-12	99.82%	99.97%	99.97%	99.97%
current reporting period	2022-01	85.22%	95.21%	95.21%	95.21%
	2022-02	90.74%	90.74%	90.74%	90.74%
	2022-03	98.77%	98.77%	98.77%	98.77%
	2022-04	99.52%	99.52%	99.52%	99.52%
	2022-05	99.50%	99.50%	99.50%	99.50%
	2022-06	100.00%	100.00%	100.00%	100.00%

SLA Violation

Underperforming for 2 consecutive months

Problems with the creation of the VM images; Unscheduled intervention on the cloud infrastructure