

Services Performance Report

shows compliance with established SLA service targets



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Service: Cloud compute, Online Storage

Period: 2022-07 - 2022-12

Date of report: 13/01/2023

Date of next report: 2023-07

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

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

Legend

Underperforming

On Target

IFCA-LCG2 targets		Availability		Reliability	
		90%		95%	
previous reporting period	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%
current reporting period	2022-07	97.26%	97.26%	97.26%	97.26%
	2022-08	44.22%	99.71%	99.71%	99.71%
	2022-09	95.10%	95.10%	95.10%	95.10%
	2022-10	99.16%	99.16%	99.16%	99.16%
	2022-11	88.47%	100.00%	100.00%	100.00%
	2022-12	84.14%	94.52%	94.52%	94.52%

SLA Violation

Underperforming for 2 consecutive months

2022-08	Scheduled intervention for updating the OpenStack components
2022-11 - 2022-12	Scheduled maintenance of the power supply in the building