

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

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

**Date of report:** 20/12/2021

**Date of next report:** 2022-06

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

**Related agreements:** <https://documents.egi.eu/document/3835>

## Legend

Underperforming

On Target

		Cloud Compute	
		Availability	Reliability
TR-FC1-ULAKBIM	targets	90%	90%
previous reporting period			
	2021-05	96.89%	96.89%
current reporting period	2021-06	99.88%	99.88%
	2021-07	68.02%	68.02%
	2021-08	67.21%	67.21%
	2021-09	97.01%	97.01%
	2021-10	60.30%	60.30%
	2021-11	53.00%	53.00%

**SLA violation: under-performing for 4 months in the reporting period**

As already reported in the ticket [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=153386](https://ggus.eu/index.php?mode=ticket_info&ticket_id=153386), a setting in Nova was preventing the creation of new instances with a certain size. The issue should have affected only the monitoring VO.