

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute  
**Period:** 2021-11 - 2022-04  
**Date of report:** 17/05/2022  
**Date of next report:** 2022-11

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

**Related agreements:** <https://documents.egi.eu/document/3865>

## Legend

Underperforming

On Target

		Cloud Compute	
IFCA-LCG2		Availability	Reliability
targets		90%	90%
preious reporting period			
current reporting period	2021-11	88.46%	99.38%
	2021-12	99.82%	99.97%
	2022-01	85.22%	95.21%
	2022-02	90.74%	90.74%
	2022-03	98.77%	98.77%
	2022-04	99.53%	99.53%
<b>Explanations</b>			
2021-11	Scheduled downtime to upgrade the OpenStack version		
2022-01	Scheduled update of the services		