

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** Cloud compute

**Period:** 2022-04 - 2022-10

**Date of report:** 15/11/2022

**Date of next report:** 2023-05

**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	2022-02	90.74%	90.74%
	2022-03	98.77%	98.77%
	2022-04	99.53%	99.53%
current reporting period	2022-05	99.50%	99.50%
	2022-06	100.00%	100.00%
	2022-07	97.26%	97.26%
	2022-08	44.22%	99.71%
	2022-09	95.10%	95.10%
	2022-10	99.16%	99.16%

## Explanations

2022-08 Scheduled downtime to upgrade the OpenStack version