Services Performance Report

Audience: *Who is the report for, customer and role, as stated in SLA*

Report author: *EGI team name and email*

Service: *Which service does the report relate to, named as in provider service catalogue, as in SLA*

Period: *What period does the report cover, what frequency with which is it released*

Date of report: *When the report is issued*

Data of next report *When the next report will be issued*

Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability

Related agreements: *Relate to the identifier of the SLA, OLA or UA (or other well defined agreement) does the report relate to.*

Legend

Underperforming
On Target

Site name

	Service target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Availability	90%	99%	95%	91%	99%	90%	70%
Reliability	85%	99%	99%	99%	99%	99%	99%

Description:

Site name

	Service target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Availability	90%	99%	99%	99%	99%	99%	99%
Reliability	85%	99%	99%	99%	99%	99%	99%

Description:

Site name

	Service target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Availability	90%	99%	99%	99%	99%	99%	99%
Reliability	85%	99%	99%	99%	99%	99%	99%

Description: