Services Performance Report

shows compliance with established SLA service targets

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Service:	Notebooks
Period:	2021-09 - 2022-02
Date of report:	10/03/2022
Date of next report	2022-09
Documentation:	https://confluence.egi.eu/display/EGISLM/Service+Level+Target+-+Availability+Reliability
Related agreements:	https://documents.egi.eu/document/2875

Legend

Underperforming

On Target

sobigdata-jupyterhub.d4science.org		Notebooks	
		Availability	**Reliability**
targets		**90%**	**98%**
preious reporting period	**2021-06**	99.86%	99.86%
	2021-07	99.76%	99.76%
	2021-08	100.00%	100.00%
current reporting period	**2021-09**	99.58%	99.58%
	2021-10	100.00%	100.00%
	2021-11	99.69%	99.69%
	2021-12	98.79%	98.79%
	2022-01	92.04%	92.04%
	2022-02	97.79%	97.79%

SLA violation: under-performing for 2 consecutive months in the reporting period

2022-01, 2022-02	network issues