# Services Performance Report

shows compliance with established SLA service targets

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**Service:** Cloud compute
**Period:** 2019-05 / 2019-10
**Date of report:** 12-11-2019
**Date of next** 2020-05
**Documentation:** https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability
**Related agreements:** https://documents.egi.eu/document/3377

**Legend**
- Underperforming
- On Target

| CESGA | | Previous period | | | Reporting period | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Service target | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 | 2019-09 | 2019-10 |
| **Availability** | 95% | 97,39% | 83,60% | 77,36% | 97,72% | 98,88% | 99,68% | 100,00% | 97,38% | 99,63% |
| **Reliability** | 95% | 97,39% | 83,60% | 77,36% | 97,72% | 99,72% | 99,68% | 100,00% | 97,38% | 99,63% |

**Explanation**