

Services Performance Report

shows compliance with established SLA service targets



Audience: EGI Notebooks service owner

Report author: EGI SLM team

Service: EGI Notebooks

Period: 06-2019 - 11.2019

Date of report: #####

Date of next: #####

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

Related agreements: <https://documents.egi.eu/public/ShowDocument?docid=3459>

Legend

Underperforming
On Target

EGI Notebooks		Previous period			Reporting period					
former CESNET-MetaCloud	Service target	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
Availability	90%	NA	NA	NA	NA	NA	NA	92%	100%	99%
Reliability	90%	NA	NA	NA	NA	NA	NA	92%	100%	99%

INFN-CATANIA-STACK		Previous period			Reporting period					
	Service target	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
Availability	90%	NA	NA	NA	78%	70%	98%	91%	59%	68%
Reliability	90%	NA	NA	NA	78%	70%	98%	91%	59%	68%

CESGA		Previous period			Reporting period					
former CESNET-MetaCloud	Service target	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
Availability	90%	NA	NA	NA	99%	100%	100%	97%	100%	100%
Reliability	90%	NA	NA	NA	99%	100%	100%	97%	100%	100%