

Services Performance Report

shows compliance with established SLA service targets



Audience: EGI Notebooks service owner

Report author: EGI SLM team

Service: EGI Notebooks

Period: 12-2019 - 6.2020

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	Sep-19	Oct-19	Nov-19	Dec-12	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	92%	100%	99%	100%	99%	79%	99%	99%	84%	94%
Reliability	90%	92%	100%	99%	100%	99%	79%	99%	99%	84%	94%

INFN-CATANIA-STACK		Previous period				Reporting period					
	Service target	Sep-19	Oct-19	Nov-19	Dec-12	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	91%	59%	68%	35%	69%	24%	0%	67%	99%	92%
Reliability	90%	91%	59%	68%	35%	69%	24%	0%	100%	99%	92%

Explanation

<https://jira.egi.eu/browse/IMSOLA-7>

CESGA		Previous period				Reporting period					
former CESNET-MetaCloud	Service target	Sep-19	Oct-19	Nov-19	Dec-12	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Availability	90%	97%	100%	100%	59%	100%	100%	53%	87%	97%	90%
Reliability	90%	97%	100%	100%	59%	100%	100%	99%	99%	97%	90%