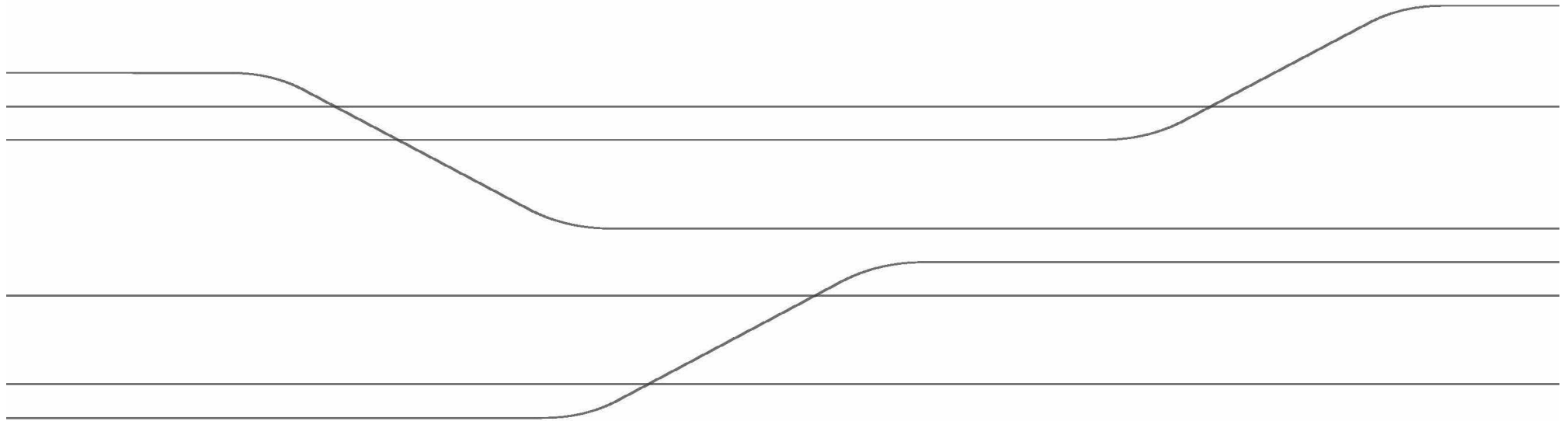




# Availability Report Dezember 2016

06.01.2017





## **Explanation of the terms**

### **WTRR**

Worst Time To Repair. Time from the occurrence of an Incident to the restoration of an IT Service.

### **Availability**

Ability of an IT Service to perform its agreed function when required. Availability is usually calculated as a percentage. This calculation is based on agreed Service Time and downtime during Service Time.

### **Outages**

Amount of Incidents with Service Impact during the Service Time.

### **Service Time**

The time during an IT Service is agreed to be available.

### **Creation Date**

The date on which the report was generated with the previous day data.


### **SLA "Monthly"**


Agreed SLA per month. Actual results see monthly columns.

### **SLA "Yearly"**

Agreed SLA per annum. Actual accumulated results see column "Total".

 No outage of the IT Service

 Outage without SLA breach

 Outage with SLA breach



# Availability Report Dezember 2016

## Real Estate Services (Terravis)

	Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA
<b>Real Estate Services (Terravis)_Production</b>														
Service Time S Mo-Fr 08:00-18:00	WTTR (Min.) (Worst Time To Repair)	120	7	55	0	0	58	24	115	0	17	0	0	115
	Availability (%)	99.50	99.94	99.56	100.00	100.00	99.56	99.82	99.09	100.00	99.87	100.00	100.00	99.82
Yearly Impact Level: 2	Outages	8	1	1	0	0	1	1	1	0	1	0	0	6
<b>Real Estate Services (Terravis)_Production_O_O_H</b>														
Service Time S Sa-Su 00:00-24:00 S Mo-Fr 18:00-24:00 S Mo-Fr 00:00-08:00	WTTR (Min.) (Worst Time To Repair)	240	0	138	0	59	0	0	0	0	0	0	0	138
	Availability (%)	99.50	100.00	99.67	100.00	99.86	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.96
Yearly Impact Level: 2	Outages	10	0	1	0	1	0	0	0	0	0	0	0	2



## Appendix to Report Dezember 2016

dated 06.01.2017

### Record Availability System Terravis

The system Terravis (Production) was not available

during Service Time Mo-Fr 08:00 - 18:00 on:

<b>Date</b>	<b>Time (from – to)</b>	<b>Length of outage (hrs:min)</b>
11.01.2016	10:39 – 10:46	00:07
01.02.2016	14:01 – 14:56	00:55
13.05.2016	15:31 - 16:29	00:58
22.06.2016	08:16 - 08:40	00:24
05.07.2016	09:25 - 11:20	01:55
16.09.2016	16:15 - 16:30	00:15