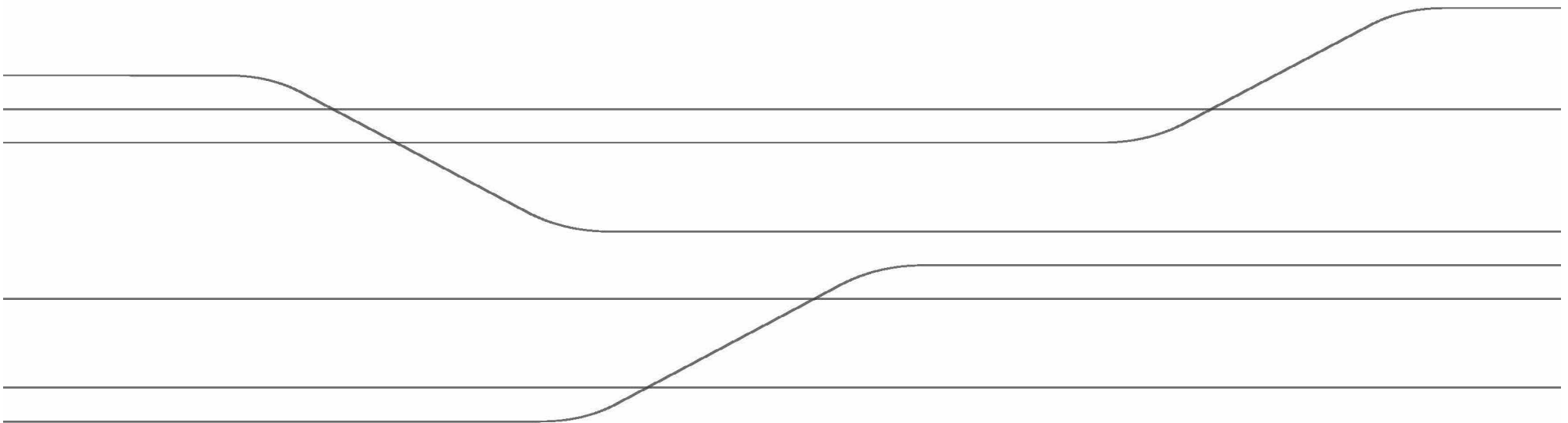




Availability Report October 2017

07.11.2017

Terravis





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.

Σ Outages

Sum of all outages full and partial with service impact during service time.

full Outages

Only full outages with service impact during 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 October 2017

IT Service: Terravis

Real Estate Services (Terravis)		Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA
Service Time S Mo-Fr 08:00-18:00	WTTR (Min.) (only for full outages)	120	57,00	5,00	0,00	25,00	15,00	8,00	0,00	0,00	0,00	15,00			57,00
	Availability (%)	99.00	99.57	99.96	100.00	99.79	99.89	99.94	100.00	100.00	100.00	99.89			99.90
Yearly Impact Level: 0	Σ Outages	15	1.00 (1)	1.00 (1)	0.00 (0)	1.00 (1)	1.00 (1)	1.00 (1)	0.00 (0)	0.00(0)	0.00 (0)	1.00 (1)			6.00
	full Outages	n/a	1	1	0	1	1	1	0	0	0	1			



IT Service: Terravis

Appendix to Report October 2017

dated 07.11.2017

Record Availability System Terravis

The system Terravis (Production) was not available during

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

Date	Time (from - to)	Length of outage (hrs:min)	Unavailability_Type	Weight
13.10.2017	09:35 - 09:50	00:15	Unscheduled Full	1,00