



Availability Report May 2018

04.06.2018

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



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IT Service: Terravis

Real Estate Services (Terravis)

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

Yearly Impact Level: 0

| | Target | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | FYA |
|----------------------------------------|--------|----------|----------|----------|----------|----------|-----|-----|-----|-----|-----|-----|-----|-------|
| WTTR (Min.) (only for full outages) | 120 | 0,00 | 0,00 | N/A | 45.00 | 0,00 | | | | | | | | 45 |
| Availability (%) | 99.00 | 100.00 | 100.00 | 99.53 | 99.44 | 100.00 | | | | | | | | 99.91 |
| Σ Outages | 15 | 0.00 (0) | 0.00 (0) | 1.00 (2) | 2.00 (2) | 0.00 (0) | | | | | | | | 4 |
| full Outages | n/a | 0 | 0 | 0 | 2 | 0 | | | | | | | | |

Real Estate Services (Terravis) OOH

Service Time
S Sa-Su 00:00-24:00
S Mo-Fr 18:00-24:00
S Mo-Fr 00:00-07:00

Yearly Impact Level: 0

| | Target | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | FYA |
|----------------------------------------|--------|----------|----------|----------|----------|----------|-----|-----|-----|-----|-----|-----|-----|--------|
| WTTR (Min.) (only for full outages) | 120 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | | | | | | | | 0 |
| Availability (%) | 99.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | | | | | | | | 100.00 |
| Σ Outages | 15 | 0.00 (0) | 0.00 (0) | 0.00 (0) | 0.00 (0) | 0.00 (0) | | | | | | | | 0 |
| full Outages | n/a | 0 | 0 | 0 | 0 | 0 | | | | | | | | |

Appendix to Report April 2018
dated 04.06.2018

Record Availability System Terravis

The system Terravis (Production) was not available during

Legende :

Full = Faktor 1, Critical = Faktor 0.75, High = Faktor 0.50

Med = Faktor 0.25, Low= Faktor 0.10

| Date | Time (from - to) | Length of outage (hrs:min) | Unavailability_Type | Weight |
|------------|------------------|----------------------------|---------------------|--------|
| 01.03.2018 | 10:10 - 11:20 | 01:10 | Unscheduled Partial | High |
| 14.03.2018 | 12:00 - 12:55 | 00:55 | Unscheduled Partial | High |
| 16.04.2018 | 13:30 - 13:55 | 00:25 | Unscheduled Full | Full |
| 20.04.2018 | 11:45 - 12:30 | 00:45 | Unscheduled Full | Full |

 *Ausfall während Servicezeit*