



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*