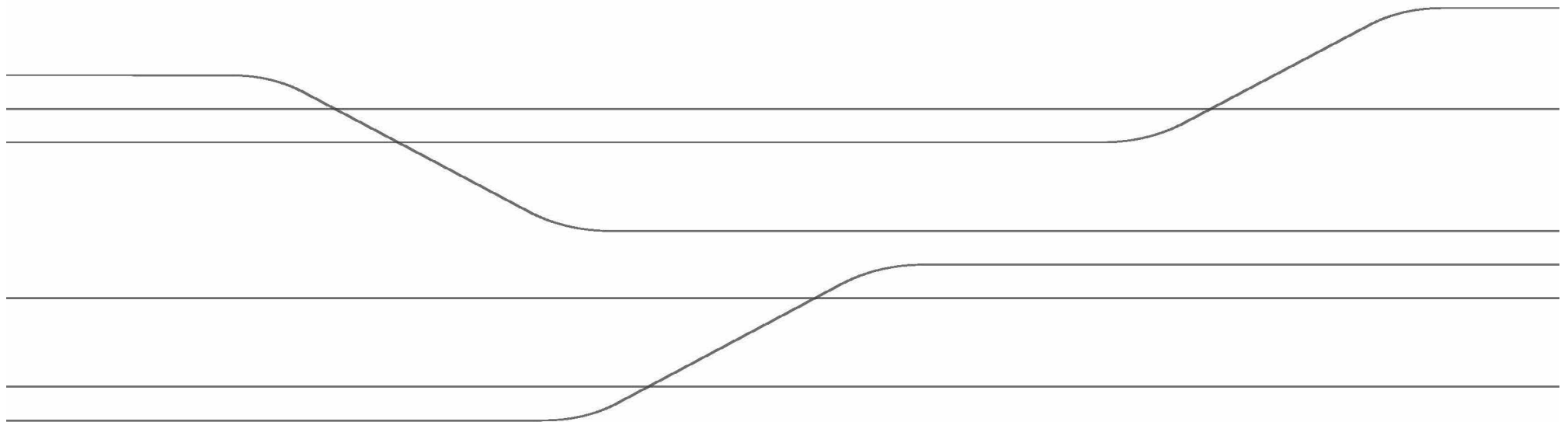




# Availability Report March 2018

10.04.2018

**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.

### $\Sigma$ 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 March 2018

### IT Service: Terravis

#### Real Estate Services (Terravis)

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

Yearly Impact Level: 0

WTTR (Min.)  
(only for full outages)

Availability (%)

Σ Outages

full Outages

Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA
120	0,00	0,00	N/A										0
99.00	100.00	100.00	99.53										99.96
15	0.00 (0)	0.00 (0)	1.00 (2)										2
n/a	0	0	0										
120	0,00	0,00	0,00										0
99.00	100.00	100.00	100.00										100.00
15	0.00 (0)	0.00 (0)	0.00 (0)										0
n/a	0	0	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

WTTR (Min.)  
(only for full outages)

Availability (%)

Σ Outages

full Outages

## Appendix to Report March 2018

dated 10.04.2018

*Legende :*

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

*Med = Faktor 0.25, Low= Faktor 0.10*

## Record Availability System Terravis

The system Terravis (Production) was not available during

Date	Time (from - to)	Length of outage (hrs:min)	Unavailability_Type	Weight
01.03.2018	10:10 - 11:20	01:10	Scheduled Partial	0,50
14.03.2018	12:00 - 12:55	00:55	Scheduled Partial	0,50

 *Ausfall während Servicezeit*