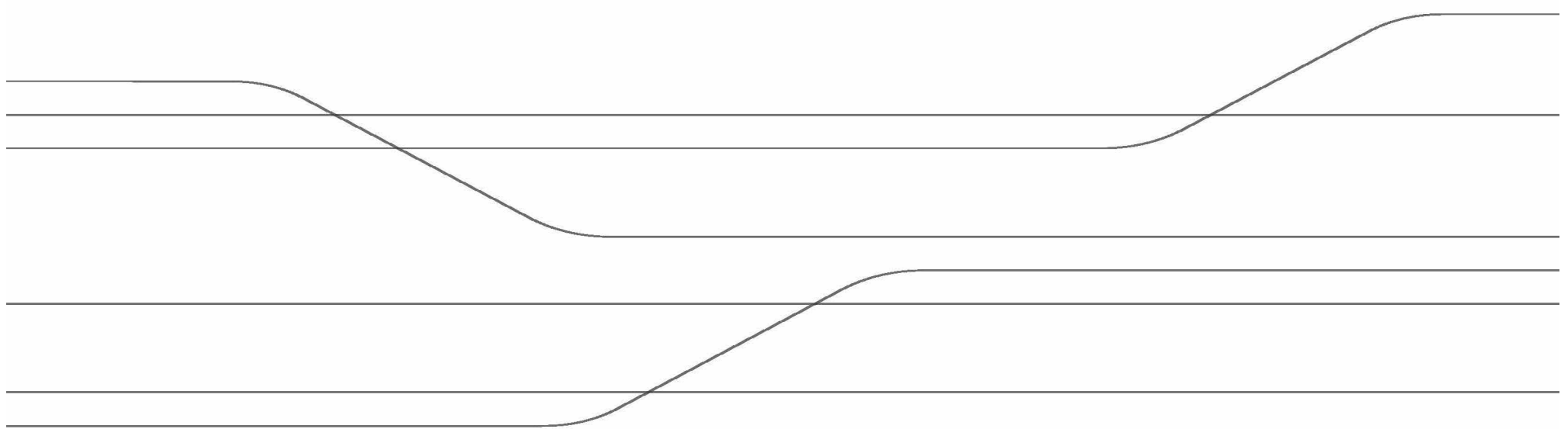




Availability Report April 2016

04.05.2016





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 April 2016

Real Estate Services (Terravis)

	Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Real Estate Services (Terravis)_Production														
Service Time S Mo-Fr 08:00-18:00	WTTR (Min.) (Worst Time To Repair)	120	7	55	0	0								55
	Availability (%)	99.50	99.94	99.56	100.00	100.00								99.88
Yearly Impact Level: 2	Outages	8	1	1	0	0								2
Real Estate Services (Terravis)_Production_O_O_H														
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								138
	Availability (%)	99.50	100.00	99.67	100.00	99.86								99.88
Yearly Impact Level: 2	Outages	10	0	1	0	1								2



Appendix to Report April 2016
dated 04.05.2016

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)
11.01.2016	10:39 – 10:46	00:07
01.02.2016	14:01 – 14:56	00:55