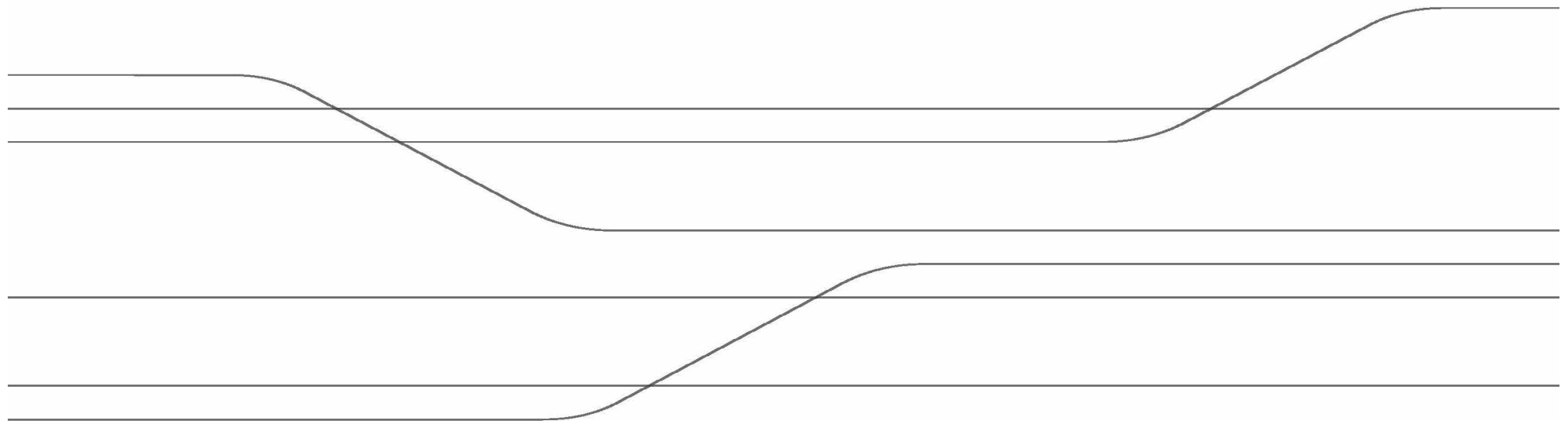




# Availability Report December 2015

05.01.2016





## **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 December 2015

## Real Estate Services (Terravis)

	Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
<b>Real Estate Services (Terravis)_Production</b>														
Service Time S Mo-Fr 08:00-18:00	WTTR (Min.) (Worst Time To Repair)	120	0	0	0	0	0	0	34	0	0	0	0	34
	Availability (%)	99.50	100.00	100.00	100.00	100.00	100.00	100.00	99.82	100.00	100.00	100.00	100.00	99.98
Yearly Impact Level: 2	Outages	8	0	0	0	0	0	0	1	0	0	0	0	1
<b>Real Estate Services (Terravis)_Production_O_O_H</b>														
Service Time S Sa-So 00:00-24:00 S Mo-Fr 18:00-24:00 S Mo-Fr 00:00-08:00 S Mo 00:00-08:00 S Fr 00:00-24:00 Yearly Impact Level: 2	WTTR (Min.) (Worst Time To Repair)	240	0	0	0	0	0	0	0	0	0	0	0	0
	Availability (%)	99.50	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
	Outages	10	0	0	0	0	0	0	0	0	0	0	0	0



## Appendix to Report 2015

dated 05.02.2016

### Record Availability System Terravis

The system Terravis (Production) was not available on:

Date	Time (from – to)	Length of outage (hrs:min)
13.08.2015	09:45 – 10:19	00:34