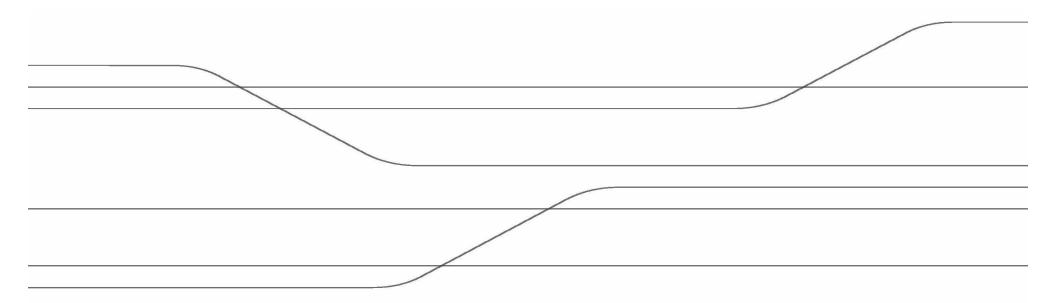


# **Availability Report December 2015**

05.01.2016





#### Explanation of the terms

#### WTTR

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

## **Real Estate Services (Terravis)**

		Target	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Real Estate Services (Terravis)_Production	n														
Service Time S Mo-Fr 08:00-18:00	WTTR (Min.) (Worst Time To Repair)	120	0	0	0	0	0	0	0	34	0	0	0	0	34
S M0-F1 08.00-18.00	Availability (%)	99.50	100.00	100.00	100.00	100.00	100.00	100.00	100.00	<mark>99.82</mark>	100.00	100.00	100.00	100.00	<mark>99.98</mark>
Yearly Impact Level: 2	Outages	8	0	0	0	0	0	0	0	1	0	0	0	0	1
Real Estate Services (Terravis)_Production	n_O_O_H														
Service Time	WTTR (Min.) (Worst Time To Repair)	240	0	0	0	0	0	0	0	0	0	0	0	0	0
S Sa-So 00:00-24:00			100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
S Mo-Fr 18:00-24:00	Availability (%) 99.50	99.50													
S Mo-Fr 00:00-08:00 S Mo 00:00-08:00															
S Fr 00:00-24:00 Yearly Impact Level: 2	Outages	10	0	0	0	0	0	0	0	0	0	0	0	0	0

# $\mathbf{X}$

Appendix to Report 2015 dated 05.02.2016

### **Record Availibility System Terravis**

The system Terravis (Production) was not available on:

Date

13.08.2015

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