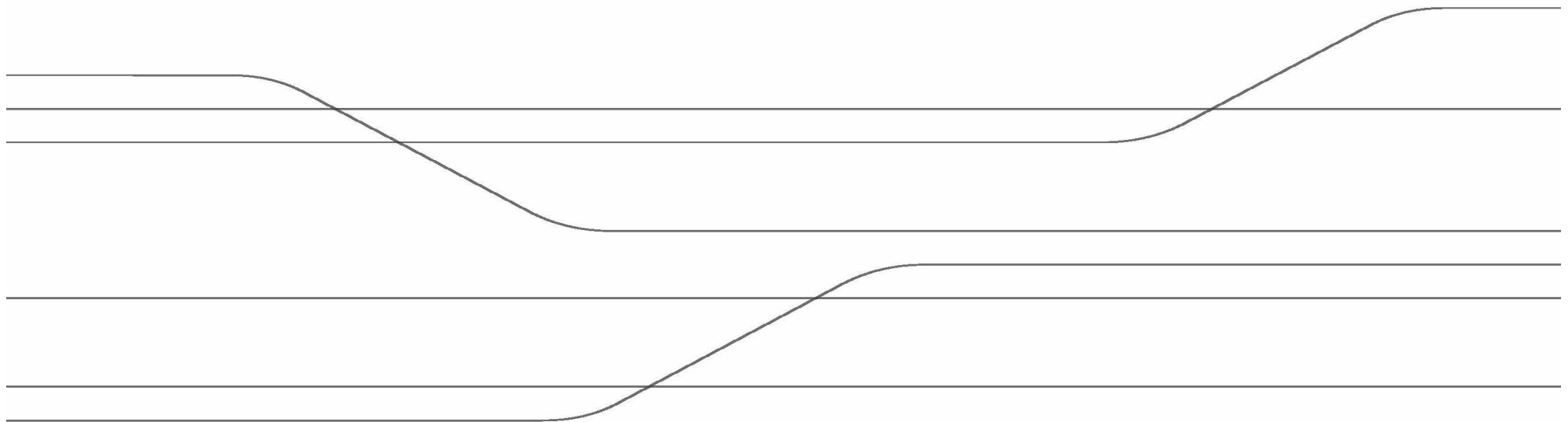




# Availability Report December 2017

08.01.2018

**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 December 2017

### IT Service: Terravis

Real Estate Services (Terravis)		Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA	
Service Time S Mo-Fr 08:00-18:00	WTTR (Min.) (only for full outages)	120	57,00	5,00	0,00	25,00	15,00	8,00	0,00	0,00	0,00	15,00	0,00	0,00	57,00	
	Availability (%)	99.00	99.57	99.96	100.00	99.79	99.89	99.94	100.00	100.00	100.00	99.89	100.00	100.00	99.92	
Yearly	Impact Level: 0	Σ Outages	15	1.00 (1)	1.00 (1)	0.00 (0)	1.00 (1)	1.00 (1)	1.00 (1)	0.00 (0)	0.00 (0)	0.00 (0)	1.00 (1)	0.00 (0)	0.00 (0)	6.00
	full Outages	n/a	1	1	0	1	1	1	0	0	0	1	0	0		



IT Service: Terravis

**Appendix to Report December 2017**

dated 08.01.2018

**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)	Unavailability_Type	Weight
	-			