



Availability Report December 2018

10.01.2019

Terravis



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.

Σ 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



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IT Service: Terravis

		Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA
Real Estate Services (Terravis)															
Service Time	WTTR (Min.) (only for full outages)	120	0,00	0,00	N/A	45.00	0,00	N/A	0,00	N/A	90,00	N/A	N/A	N/A	90
S Mo-Fr 08:00-18:00	Availability (%)	99.00	100.00	100.00	99.53	99.44	100.00	98.33	100.00	100.00	99.25	99.84	99.89	100.00	99.69
Yearly	Σ outages	15	0.00 (0)	0.00 (0)	1.00 (2)	2.00 (2)	0.00 (0)	0.50 (1)	0.00 (0)	0.01 (1)	1.00 (1)	0.50 (1)	0.75 (3)	0.02 (2)	5.78
Impact Level: 0	full outages	n/a	0	0	0	2	0	0	0	0	1	0	0	0	3
Real Estate Services (Terravis) OOH															
Service Time	WTTR (Min.) (only for full outages)	120	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0
S Sa-Su 00:00-24:00	Availability (%)	99.00	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	Σ outages	15	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00
S Mo-Fr 00:00-07:00	full outages	n/a	0	0	0	0	0	0	0	0	0	0	0	0	0
Yearly															
Impact Level: 0															

IT Service: Terravis

Appendix to Report April 2018
dated 10.01.2019

Record Availability System Terravis

The system Terravis (Production) was not available during

Legende :

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

Med = Faktor 0.25, Low= Faktor 0.10

Date	Time (from - to)	Length of outage (hrs:min)	Unavailability_Type	Weight
01.03.2018	10:10 - 11:20	01:10	Unscheduled Partial	High
14.03.2018	12:00 - 12:55	00:55	Unscheduled Partial	High
16.04.2018	13:30 - 13:55	00:25	Unscheduled Full	Full
20.04.2018	11:45 - 12:30	00:45	Unscheduled Full	Full
04.06.2018	09:00 - 16:00	07:00	Unscheduled Partial	High
06.08.2018	07:45 - 08:15	00:30	Unscheduled Partial	
03.09.2018	07:00 - 07:55	00:55	Unscheduled Partial	
27.09.2018	07:00 - 09:30	02:30	Unscheduled Full	Full
12.10.2018	09:00 - 09:45	00:45	Unscheduled Partial	High
16.11.2018	13:25 - 13:35	00:10	Unscheduled Partial	Med
20.11.2018	16:00 - 16:40	00:40	Unscheduled Partial	Med
29.11.2018	14:00 - 14:10	00:10	Unscheduled Partial	Med
03.12.2018	13:10 - 13:20	00:10	Unscheduled Partial	
04.12.2018	14:35 - 14:45	00:10	Unscheduled Partial	

 Ausfall während Servicezeit