



Aavailability Report December 2020

05.01.21

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



SLA Report December 2020

Terravis

IT Service: Terravis

	Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA	
Real Estate Services (Terravis)_Production															
Service Time S Mo-Fr 07:00-18:00	WTTR (Min.) (only for full outages)	120	0.00	N/A	0.00	0.00	0.00	N/A	N/A	0.00	56.25	0.00	255.00	0.00	255
	Availability (%)	99.000	100.00	100.00	100.00	100.00	100.00	99.52	100.00	99.44	100.00	97.01	100.00	99.664	
	Σ Outages	15	0.00 (0)	0.01 (1)	0.00 (0)	0.00(0)	0.01 (1)	0.50(1)	0.00(0)	1.25 (2)	0.00 (0)	2.50(6)	0.00 (0)	4.27	
Yearly Impact Level: 0	full Outages	n/a	0	0	0	0	0	0	0	1	0	1	0	2	
Real Estate Services (Terravis)_Production OOH															
Service Time S Mo-Fr 00:00-07:00 S Mo-Fr 18:00-24:00 S Sa-Su 00:00-24:00	WTTR (Min.) (only for full outages)	240	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N/A	0.00	0	
	Availability (%)	99.500	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.96	100.00	99.997	
	Σ Outages	10	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)	0.25(1)	0.00 (0)	0.25	
Yearly Impact Level: 0	full Outages	n/a	0	0	0	0	0	0	0	0	0	0	0	0	



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
10.02.2020	11:00 - 11:15	00:15	Unscheduled Partial	High
24.02.2020	14:40 - 15:20	00:40	Unscheduled Full	Full
02.03.2020	12:30 - 13:00	00:30	Unscheduled Partial	High
20.04.2020	08:00 - 17:00	09:00	Unscheduled Partial	High
24.06.2020	08:40 - 09:10	00:30	Unscheduled Full	Full
27.07.2020	14:35 - 17:00	02:25	Unscheduled Partial	Med
14.09.2020	07:00 - 10:45	03:45	Unscheduled Partial	Med
22.09.2020	11:05 - 11:30	00:25	Unscheduled Full	High
10.11.2020	07:00 - 09:00	02:00	Unscheduled Partial	Med
12.11.2020	07:29 - 07:52	00:23	Unscheduled Partial	High
18.11.2020	13:45 - 18:45	05:00	Unscheduled Partial	Med
16.11.2020	07:40 - 08:05	00:25	Unscheduled Partial	Med
16.11.2020	09:30 - 15:30	06:00	Unscheduled Partial	Med
16.11.2020	09:30 - 15:03	05:33	Unscheduled Partial	Med
18.11.2020	13:45 - 18:45	05:00	Unscheduled Partial	Med
16.11.2020	07:40 - 08:05	00:25	Unscheduled Partial	Med
19.11.2020	08:40 - 10:05	01:25	Unscheduled Partial	Med