



# **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.

### $\Sigma$ 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



# SLA Report December 2020

## Terravis

### IT Service: Terravis

	Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA	
<b>Real Estate Services (Terravis)_Production</b>															
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	
<b>Real Estate Services (Terravis)_Production OOH</b>															
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