



Availability Report January 2021

02.02.21

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



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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)_Production															
Service Time	WTTR (Min.) (only for full outages)	120	0.00												0
S Mo-Fr 07:00-18:00	Availability (%)	99.000	100.00												100.00
	Σ Outages	15	0.00 (0)												0.00
Yearly Impact Level: 0	full Outages	n/a	0												0
Real Estate Services (Terravis)_Production OOH															
Service Time	WTTR (Min.) (only for full outages)	240	0.00												0
S Mo-Fr 00:00-07:00	Availability (%)	99.500	100.00												100.00
S Mo-Fr 18:00-24:00	Σ Outages	10	0.00 (0)												0.00
S Sa-Su 00:00-24:00	full Outages	n/a	0												0
Yearly Impact Level: 0															



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IT Service: Terravis

Appendix to Report

dated 02.02.21

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)

Type

Weight