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 February 2022

#### Terravis

<table>
<thead>
<tr>
<th>IT Service: Terravis BusRep</th>
<th>Target</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>FYA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Time</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>S Mo-Fr 07:00-18:00</td>
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</tr>
<tr>
<td>WTTTR (Min.)</td>
<td>120</td>
<td>203.00</td>
<td>98.54</td>
<td>99.40</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>98.059</td>
</tr>
<tr>
<td>Availability (%)</td>
<td>99.000</td>
<td>98.54</td>
<td>99.40</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Σ Outages</td>
<td>15</td>
<td>1.00 (1)</td>
<td>0.25 (1)</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>full Outages</td>
<td>n/a</td>
<td>1</td>
<td>0</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Sensitivity: public
Appendix to Report
dated 03.03.22

Legende :
Full = Faktor 1, Critical = Faktor 0.75, High = Faktor 0.50
Med = Faktor 0.25, Low= Faktor 0.10

**Record Availability System Terravis**

The system Terravis (Production) was not available during

<table>
<thead>
<tr>
<th>Date</th>
<th>Time (from - to)</th>
<th>Length of outage (hrs:min)</th>
<th>Unavailability_Type</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>27.01.2022</td>
<td>13:52 - 17:15</td>
<td>03:23</td>
<td>Unscheduled Full</td>
<td>Full</td>
</tr>
<tr>
<td>25.02.2022</td>
<td>08:26 - 13:45</td>
<td>05:19</td>
<td>Unscheduled Partial</td>
<td>Med</td>
</tr>
</tbody>
</table>

*QuoVadis Signing Service not available*