



Availability Report February 2021

09.03.21

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 February 2021

Terravis

IT Service: Terravis		Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA
Terravis_BusRep															
Service Time	WTTR (Min.)	120	0.00	N/A											
S Mo-Fr 07:00-18:00	Availability (%)	99.000	100.00	99.64											99.280
	Σ Outages	15	0.00 (0)	0.25 (1)											
Monthly Impact Level: 0	full Outages	n/a	0	0											



SLA Report February 2021

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Appendix to Report

dated 09.03.21

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

Date	Time (from - to)	Length of outage (hrs:min)	Unavailability_Type	Weight
22.02.2021*	08:00 - 11:10	03:10	Unscheduled Partial	Med

*QuoVadis Signing Service not available