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
## IT Service: Terravis

<table>
<thead>
<tr>
<th>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>
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<tr>
<td>S Mo-Fr 07:00-18:00</td>
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<tr>
<td>WTTR (Min.)</td>
<td>120</td>
<td>203.00</td>
<td>N/A</td>
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<tr>
<td>Availability (%)</td>
<td>99.00</td>
<td>98.54</td>
<td>99.40</td>
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<tr>
<td>Σ Outages</td>
<td>15</td>
<td>1.00 (1)</td>
<td>0.25 (1)</td>
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<tr>
<td>full Outages</td>
<td>n/a</td>
<td>1</td>
<td>0</td>
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</tr>
</tbody>
</table>

Monthly Impact Level: 0

Sensitivity: public
# 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