



# Availability Report August 2021

02.09.21

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 August 2021

## Terravis

IT Service: Terravis		Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA
<b>Terravis_BusRep</b>															
Service Time	WTTR (Min.)	120	0.00	N/A	N/A	13.00	N/A	0.00	N/A	0.00					
S Mo-Fr 07:00-18:00	Availability (%)	99.000	100.00	99.64	99.97	99.91	99.80	100.00	99.90	100.00					99.546
	Σ Outages	15	0.00 (0)	0.25 (1)	0.27 (3)	1.00 (1)	0.25 (1)	0.00 (0)	0.25 (1)	0.00 (0)					
Monthly	Impact Level: 0														
	full Outages	n/a	0	0	0	1	0	0	0	0					



# SLA Report August 2021

## Terravis

### Appendix to Report

dated 02.09.21

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
15.03.2021*	08:00 - 08:15	00:15	Unscheduled Partial	
18.03.2021*	08:00 - 09:45	01:45	Unscheduled Partial	
23.03.2021	14:40 - 14:56	00:16	Unscheduled Partial	Med
28.04.2021	12:30 - 12:43	00:13	Unscheduled Full	Full
17.05.2021*	10:05 - 11:55	01:50	Unscheduled Partial	Med
01.07.2021*	10:20 - 11:20	01:00	Unscheduled Partial	Med

\*QuoVadis Signing Service not available