



# Availability Report December 2022

05.01.23

**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 December 2022

## Terravis

### IT Service: Terravis

		Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA
<b>Terravis_POD</b>															
Service Time S Mo-Fr 07:00-18:00	WTTR (Min.)	120	203.00	N/A	0.00	0.00	0.00	100.00	N/A	0.00	0.00	N/A	N/A	0.00	
	Availability (%)	99.000	98.54	99.40	100.00	100.00	100.00	99.35	99.72	100.00	100.00	98.87	99.83	100.00	99.768
	Σ Outages	15	1.00 (1)	0.25 (1)	0.00 (0)	0.00(0)	0.00 (0)	2.25 (3)	1.00(2)	0.00(0)	0.00 (0)	0.50(2)	0.50(1)	0,00 (0)	
Monthly Impact Level: 0	full Outages	n/a	1	0	0	0	0	1	0	0	0	0	0	0	



## SLA Report December 2022

### Terravis

#### Appendix to Report

dated 05.01.23

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)	CiName	Unavailability_ Type
27.01.2022	13:52 - 17:15	03:23	Terravis_PROD	Full Unscheduled Full
25.02.2022	08:26 - 13:45	05:19	Terravis_PROD	Med Unscheduled Partial
20.06.2022	09:10 - 09:50	00:40	Terravis_PROD	High Unscheduled Partial
27.06.2022	08:00 - 09:40	01:40	Terravis_PROD	Critical Unscheduled Partial
18.07.2022	08:00 - 09:18	01:18	Terravis_PROD	High Unscheduled Partial
03.10.2022	08:00 - 10:25	02:25	Terravis_PROD	Med Unscheduled Partial
31.10.2022	08:00 - 16:00	08:00	Terravis_PROD	Med Unscheduled Partial
04.11.2022	09:40 - 10:30	00:50	Terravis_PROD	High Unscheduled Partial