



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

Terravis_POD

Service Time
S Mo-Fr 07:00-18:00

	Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA
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

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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