



# Availability Report January 2024

2/6/24

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 January 2024

## Terravis

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



# SLA Report January 2024

## Terravis

### Appendix to Report

dated 2/6/24

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
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