Availability Report March 2024

4/5/24

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
## IT Service: Terravis

<table>
<thead>
<tr>
<th>Service Time</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>Terravis_PROD</td>
<td></td>
<td>N/A</td>
<td>N/A</td>
<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>WTTTR (Min.)</td>
<td>120</td>
<td>0.00</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
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</tr>
<tr>
<td>Availability (%)</td>
<td>99.00</td>
<td>100.00</td>
<td>99.42</td>
<td>99.99</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>99.413</td>
</tr>
<tr>
<td>Σ Outages</td>
<td>15</td>
<td>0.00</td>
<td>0.50</td>
<td>1 (1)</td>
<td>0.01</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>full Outages</td>
<td>n/a</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></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>CiName</th>
<th>Unavailability_Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.02.2024*</td>
<td>08:00 - 10:42</td>
<td>02:42</td>
<td>Terravis_PROD</td>
<td>High</td>
</tr>
<tr>
<td>06.03.2024**</td>
<td>10:00 - 11:22</td>
<td>01:22</td>
<td>Terravis_PROD</td>
<td></td>
</tr>
</tbody>
</table>

*Signing Service not available  
**SMS-Login not available