Availability Report February 2024

3/5/24

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

Terravis

IT Service: Terravis

Terravis_PROD

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

Monthly   Impact Level: 0

	Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA
WTTR (Min.)	120	0.00	N/A											
Availability (%)	99.000	100.00	99.42											99.416
Σ Outages	15	0.00 (0)	0.50 (1)											
full Outages	n/a	0	0											

Appendix to Report
dated 3/5/24

Record Availibility System Terravis

The system Terravis (Production) was not available during

Date	Time (from - to)	Length of outage (hrs:min)	CiName	Unavailability_ Type
26.02.2024*	08:00 - 10:42	02:42	Terravis_PROD	High

*Signing Service not available

Sensitivity: public