



# Availability Report April 2024

5/7/24

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 April 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	N/A	N/A	0.00									
S Mo-Fr 07:00-18:00															
	Availability (%)	99.000	100.00	99.41	99.99	100.00									99.838
	Σ Outages	15	0.00 (0)	0.52 (3)	0.01 (1)	0.00(0)									
Monthly	Impact Level: 0														
	full Outages	n/a	0	0	0	0									



# SLA Report April 2024

## Terravis

### Appendix to Report

dated 5/7/24

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
20.02.2024*	07:00 - 08:00	01:00	Terravis_PROD	
26.02.2024**	08:00 - 10:42	02:42	Terravis_PROD	High
06.03.2024**	10:00 - 11:22	01:22	Terravis_PROD	

\*Signing Service not available

\*\* SMS-Login not available