Availability Report

Terravis

March 2025

SLA Report

Terravis_PROD

		Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez
Service Time	WTTR (Min.)	120	N/A	N/A	0.00	-	-	-	-	-	-	-	-	-
S Mo-Fr 07:00-18:00	Availability (%)	99.00	99.99	100.00	100.00	-	-	-	-	-	-	-	-	-
	Σ Outages	15	0.01 (1)	0.01 (1)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
Monthly Impact Level: n/a	full Outages	n/a	0	0	0	-	-	-	-	-	-	-	-	-

☐ No outage of the IT Service   🟨 No outage of the IT Service   🟥 No outage of the IT Service

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".

Record Availibility System Terravis

Datum	Startzeit	Endzeit	Dauer FMT	Description
14.01.2025	08:00	10:12	02:12	Terravis-outage SMS-Login not available
04.02.2025	08:18	08:38	00:20	Terravis outage- SMS Login not available