



## Availability Report

# Terravis

January 2026



# SLA Report

## Terravis\_PROD

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

☐ No outage of the IT Service

☒ Outage without SLA breach

☐ Outage with SLA breach

### 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 Availability System Terravis

Datum	Startzeit	Endzeit	Dauer FMT	Description
19.01.2026	11:00	12:00	01:00	Performance Beeinträchtigung