



Availability Report

BBS SLA Report

April 2026



Description

WTRR

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

IT Service bLink

bLink_bLink AMT

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00														
WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
Availability (%)	n/a	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly														
full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0

bLink_bLink Production

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00														
WTTR (Min.)	240	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
Availability (%)	99.400	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly														
full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0



SLA Report

IT Service bLink_AdmissionTool

bLink_AdmissionTool_AMT

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00	WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	n/a	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0

bLink_admissionTool_Prod

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00	WTTR (Min.)	240	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	99.400	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0



SLA Report

IT Service Cash Bancomat Data and Cash Management

Bancomat Data and Cash Management_PROD

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00	WTTR (Min.)	240	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	99.000	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0

Bancomat Data and Cash Management_QA

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00	WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	n/a	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0



SLA Report

IT Service Cash Bancomat Monitoring

Bancomat Monitoring_PROD

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00	WTTR (Min.)	240	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	99.000	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0

Bancomat Monitoring_QA

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00	WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	n/a	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0



SLA Report

IT Service debiX

debix_debix_AMT

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00														
WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
Availability (%)	n/a	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly														
full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0

debix_debix_Production

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00														
WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
Availability (%)	99.400	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly														
full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0



SLA Report

IT Service P3

P3_eBill AMT

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00	WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	n/a	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0

P3_eBill Dev & Integration

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00	WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	n/a	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0

P3_eBill Production

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00	WTTR (Min.)	240	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	99.400	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0



SLA Report

IT Service P3

P3_LSV AMT

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00	WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	n/a	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0

P3_LSV Dev & Integration

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00	WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	n/a	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0

P3_LSV Production

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00	WTTR (Min.)	240	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	99.400	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0



SLA Report

IT Service Real Estate Services

Real Estate Services (Terravis)_CTT

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-18:00	WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	n/a	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0

Real Estate Services (Terravis)_Production

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 07:00-18:00	WTTR (Min.)	241	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	99.500	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	10	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC Bankenstamm

SIC Bankenstamm Internet

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00														
WTTR (Min.)	720	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
Availability (%)	98.000	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly														
full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC Sicherheitslösung

SIC Sicherheitslösung_SASS Dev&Test

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 07:00-19:00	WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	n/a	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0

SIC Sicherheitslösung_SASS Prod

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00	WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	99.700	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC SWIFT Service Bureau

SIC SWIFT Service Bureau_SIC Instant Production

Service Time		Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00	WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
	Availability (%)	99.950	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0

SIC SWIFT Service Bureau_SIC Instant Test

Service Time		Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00	WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
	Availability (%)	99.830	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0

SIC SWIFT Service Bureau_SIC Production

Service Time		Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Sa 00:00-12:00 S Su 18:00-24:00 S Mo-Fr 00:00-24:00	WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
	Availability (%)	99.700	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC SWIFT Service Bureau

SIC SWIFT Service Bureau_SIC Testumgebung

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00	WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	n/a	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC Validierungsplattform

SIC Validierungsplattform

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Su 18:00-24:00 S Mo-Fr 00:00-24:00	WTTR (Min.)	720	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	98.000	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	11	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC Webauftritt

SIC Webauftritt (inkl. CQ5 App)

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 08:00-17:00	WTTR (Min.)	1080	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	99.000	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0

SIC Webauftritt (ohne CQ5 App)

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00	WTTR (Min.)	720	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	99.500	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC4 CHF-RTGS

SIC4 CHF-RTGS

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00														
WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
Availability (%)	99.700	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly														
full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC4 CHF-Verarbeitung

SIC4 CHF-Verarbeitung_SIC4 Leistungsverrechnung CHF

Service Time		Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00	WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
	Availability (%)	99.700	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0

SIC4 CHF-Verarbeitung_SIC4 Monitoring CHF

Service Time		Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00	WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
	Availability (%)	99.700	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0

SIC4 CHF-Verarbeitung_SIC4 Reporting CHF

Service Time		Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00	WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
	Availability (%)	99.700	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC4 CHF-Verarbeitung

SIC4 CHF-Verarbeitung_SIC4 Stammdaten-Verwaltung CHF

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00	WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	99.700	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC4 Entwicklung

SIC4 Entwicklung_DB Application

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Fr 07:00-19:00	WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	98.000	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0

SIC4 Entwicklung_Repo-Build

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00	WTTR (Min.)	720	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	98.000	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC4 FW-RTGS

SIC4 FW-RTGS

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00														
WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
Availability (%)	99.700	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly														
full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC4 FW-Verarbeitung

SIC4 FW-Verarbeitung_SIC4 Leistungsverrechnung FW

Service Time		Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00	WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
	Availability (%)	99.700	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0

SIC4 FW-Verarbeitung_SIC4 Monitoring FW

Service Time		Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00	WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
	Availability (%)	99.700	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0

SIC4 FW-Verarbeitung_SIC4 Reporting FW

Service Time		Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00	WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
	Availability (%)	99.700	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC4 FW-Verarbeitung

SIC4 FW-Verarbeitung_SIC4 Stammdaten-Verwaltung FW

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00	WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	0.00
	Availability (%)	99.700	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	100.000
	Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly	full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC4 QA

SIC4 QA

Service Time

S Mo-Fr 07:00-19:00

	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
WTTR (Min.)	n/a	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
Availability (%)	n/a	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
Σ Outages	n/a	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Yearly full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC5 Prod

SIC5 Prod Backoffice

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00														
WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
Availability (%)	99.950	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
Σ Outages	0	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Monthly														
full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0

SIC5 Prod Payment Processing

Service Time	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
S Mo-Su 00:00-24:00														
WTTR (Min.)	45	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
Availability (%)	99.950	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
Σ Outages	0	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Monthly														
full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0



SLA Report

IT Service SIC5 QA

SIC5 NonProd QA

Service Time

S Mo-Su 00:00-24:00

	Target	Jan	Feb	Mar	Apr	Mai	Jun	Jul	Aug	Sep	Okt	Nov	Dez	FYA
WTTR (Min.)	120	0.00	0.00	0.00	0.00	-	-	-	-	-	-	-	-	0.00
Availability (%)	99.830	100.000	100.000	100.000	100.000	-	-	-	-	-	-	-	-	100.000
Σ Outages	2	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	0.00 (0)
Monthly full Outages	n/a	0	0	0	0	-	-	-	-	-	-	-	-	0