



Availability Report September 2018

05.10.2018

Terravis



Explanation of the terms

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



Availability Report September 2018

IT Service: Terravis

Real Estate Services (Terravis)

Service Time
S Mo-Fr 08:00-18:00

Yearly Impact Level: 0

WTTR (Min.)
(only for full outages)

Availability (%)

Σ outages

full outages

Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA
120	0,00	0,00	N/A	45.00	0,00	N/A	0,00	N/A	90,00				90
99.00	100.00	100.00	99.53	99.44	100.00	98.33	100.00	100.00	99.25				99.71
15	0.00 (0)	0.00 (0)	1.00 (2)	2.00 (2)	0.00 (0)	0.50 (1)	0.00 (0)	0.01 (1)	1.00 (1)				4.51
n/a	0	0	0	2	0	0	0	0	1				3
120	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00				0
99.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00				100.00
15	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)				0.00
n/a	0	0	0	0	0	0	0	0	0				0

Real Estate Services (Terravis) OOH

Service Time
S Sa-Su 00:00-24:00
S Mo-Fr 18:00-24:00
S Mo-Fr 00:00-07:00

Yearly Impact Level: 0

WTTR (Min.)
(only for full outages)

Availability (%)

Σ outages

full outages

Appendix to Report April 2018
dated 05.10.2018

Record Availability System Terravis


The system Terravis (Production) was not available during

Legende :

Full = Faktor 1, Critical = Faktor 0.75, High = Faktor 0.50

Med = Faktor 0.25, Low= Faktor 0.10

Date	Time (from - to)	Length of outage (hrs:min)	Unavailability_Type	Weight
01.03.2018	10:10 - 11:20	01:10	Unscheduled Partial	High
14.03.2018	12:00 - 12:55	00:55	Unscheduled Partial	High
16.04.2018	13:30 - 13:55	00:25	Unscheduled Full	Full
20.04.2018	11:45 - 12:30	00:45	Unscheduled Full	Full
04.06.2018	09:00 - 16:00	SigningService not available 07:00	Unscheduled Partial	High
06.08.2018	07:45 - 08:15	00:30	Unscheduled Partial	
03.09.2018	07:00 - 07:55	00:55	Unscheduled Partial	
27.09.2018	07:00 - 09:30	02:30	Unscheduled Full	Full

 *Ausfall während Servicezeit*