



# Availability Report October 2018

06.11.2018

**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



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## IT Service: Terravis

		Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA
<b>Real Estate Services (Terravis)</b>															
Service Time	WTTR (Min.) (only for full outages)	120	0,00	0,00	N/A	45.00	0,00	N/A	0,00	N/A	90,00	N/A			90
S Mo-Fr 08:00-18:00	Availability (%)	99.00	100.00	100.00	99.53	99.44	100.00	98.33	100.00	100.00	99.25	99.84			99.70
Yearly	Σ outages	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)	0.50 (1)			5.01
Impact Level: 0	full outages	n/a	0	0	0	2	0	0	0	0	1	0			3
<b>Real Estate Services (Terravis) OOH</b>															
Service Time	WTTR (Min.) (only for full outages)	120	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00			0
S Sa-Su 00:00-24:00	Availability (%)	99.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00			100.00
S Mo-Fr 18:00-24:00	Σ outages	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 (0)			0.00
S Mo-Fr 00:00-07:00	full outages	n/a	0	0	0	0	0	0	0	0	0	0			0
Yearly															
Impact Level: 0															

## IT Service: Terravis

**Appendix to Report April 2018**  
dated 06.11.2018

### 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	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
12.10.2018	09:00 - 09:45	00:45	Unscheduled Partial	High

SigningService not available

 *Ausfall während Servicezeit*