**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
# Availability Report December 2017

## IT Service: Terravis

<table>
<thead>
<tr>
<th>Real Estate Services (Terravis)</th>
<th>Target</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<tbody>
<tr>
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<td>S Mo-Fr 08:00-18:00</td>
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<td>1.00(1)</td>
<td>0.00 (0)</td>
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**Creation Date:** 08.01.2018
IT Service: Terravis

<table>
<thead>
<tr>
<th>Date</th>
<th>Time (from - to)</th>
<th>Length of outage (hrs:min)</th>
<th>Unavailability_Type</th>
<th>Weight</th>
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<tbody>
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</table>

Appendix to Report December 2017
dated 08.01.2018

Record Availability System Terravis

The system Terravis (Production) was not available during
Service Time Mo-Fr 08:00 - 18:00 on:

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