



# **Availability Report January 2019**

**05.02.2019**

**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



# Availability Report January 2019

## 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 S Mo-Fr 08:00-18:00	WTTR (Min.) (only for full outages)	120	N/A												0
	Availability (%)	99.00	99.56												99.96
Yearly Impact Level: 0	Σ outages	15	0.25 (1)												0.25
	full outages	n/a	0												0
<b>Real Estate Services (Terravis) OOH</b>															
Service Time S Sa-Su 00:00-24:00 S Mo-Fr 18:00-24:00 S Mo-Fr 00:00-07:00	WTTR (Min.) (only for full outages)	120	178,00												178
	Availability (%)	99.00	99.40												99.95
Yearly Impact Level: 0	Σ outages	15	1.00 (1)												1.00
	full outages	n/a	1												1



## IT Service: Terravis

### Appendix to Report

dated 05.02.2019

### 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
23.01.2019	13:55 - 20:58	07:03	Unscheduled Partial	Med

 *Ausfall während Servicezeit*