



Availability Report May 2019

05.06.2019

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 May 2019

IT Service: Terravis

		Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA
Real Estate Services (Terravis)															
Service Time	WTTR (Min.) (only for full outages)	120	N/A	N/A	N/A	N/A	N/A								0
S Mo-Fr 08:00-18:00	Availability (%)	99.000	99.56	99.30	98.73	98.64	99.89								99.68
Yearly	Σ outages	15	0.25 (1)	0.50 (2)	1.50 (3)	0.50 (1)	0.50 (1)								3.25
Impact Level: 0	full outages	n/a	0	0	0	0	0								0
Real Estate Services (Terravis) OOH															
Service Time	WTTR (Min.) (only for full outages)	120	178,00	0,00	0,00	0,00	0,00								178
S Sa-Su 00:00-24:00	Availability (%)	99.000	99.40	100.00	100.00	100.00	100.00								99.95
S Mo-Fr 18:00-24:00	Σ outages	15	1.00 (1)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)								1.00
S Mo-Fr 00:00-07:00	full outages	n/a	1	0	0	0	0								1
Yearly															
Impact Level: 0															

IT Service: Terravis

Appendix to Report

dated 05.06.2019

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
11.02.2019	08:00 - 12:10	04:10	Unscheduled Partial	Med
18.02.2019	13:21 - 14:46	01:25	Unscheduled Partial	Med
05.03.2019	16:00 - 18:00	02:00	Unscheduled Partial	High
06.03.2019	12:30 - 13:30	01:00	Unscheduled Partial	High
20.03.2019	07:55 - 10:20	02:25	Unscheduled Partial	High
29.04.2019	07:30 - 14:00	06:30	Unscheduled Partial	High
24.05.2019	13:30 - 14:00	00:30	Unscheduled Partial	High

 *Ausfall während Servicezeit*

Signing Service not available due to supplier failure