



Availability Report August 2020

07.09.2020

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
Real Estate Services (Terravis)															
Service Time S Mo-Fr 08:00-18:00	WTTR (Min.) (only for full outages)	120	0.00	40.00	N/A	N/A	0.00	30.00	N/A	0.00					40
	Availability (%)	99.000	100.00	99.60	99.89	97.95	100.00	99.77	99.74	100.00					99.75
Yearly Impact Level: 0	Σ outages	15	0.00 (0)	1.50 (2)	0.50 (1)	0.50 (1)	0.00 (0)	1.00 (1)	0.25 (1)	0.00 (0)					3.75
	full outages	n/a	0	1	0	0	0	1	0	0					2
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	WTTR (Min.) (only for full outages)	120	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					0
	Availability (%)	99.000	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00					100.00
Yearly Impact Level: 0	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
	full outages	n/a	0	0	0	0	0	0	0	0					0

IT Service: Terravis

Appendix to Report

dated 31.07.2020

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
10.02.2020	11:00 - 11:15	00:15	Unscheduled Partial	High
24.02.2020	14:40 - 15:20	00:40	Unscheduled Full	Full
02.03.2020	12:30 - 13:00	00:30	Unscheduled Partial	High
20.04.2020	08:00 - 17:00	09:00	Unscheduled Partial	High
24.06.2020	08:40 - 09:10	00:30	Unscheduled Full	Full
27.07.2020	14:35 - 17:00	02:25	Unscheduled Partial	Med

 *Ausfall während Servicezeit*