

NORMAL SERVICE		99.60%		SERVICE NAME: Resourcelink																				
SCHEDULED ADVERTISED OUTAGE				DATE: July 2014																				
UNSCHEDULED OUTAGE		0.40%		Incident Comments:																				
PARTIAL OUTAGE				3 JULY: Resourcelink unscheduled downtime caused by space issue in the Audit tablespace INDX_AUDT in the Resourcelink database. DBA Richard Hoskins removed space restriction and issue resolved. Outage between 12.15pm and 3.15pm, approx 3 hours. Users affected intermittently																				
INTERMITTENT OUTAGE																								
PERFORMANCE ISSUES AFFECTING AVAILABILITY																								
DEPENDENCY FAIL																								
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES		99.60%																						
<i>Partial, Intermittent, & Dependency not included in Total, as parent service is still running. List the outages in minutes</i>																								
DATE	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
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