

NORMAL SERVICE		99.52%	SERVICE NAME: CMS (Site Manager)																							
SCHEDULED ADVERTISED OUTAGE			DATE: August 2014																							
UNSCHEDULED OUTAGE		0.48%	COMMENTS: 27 August - CMS site structure was lost due to an unscheduled cache refresh, which resulted in a rebuild. The first attempt did not complete, so it was repeated. A reboot of the applications server resolved the issue.																							
PARTIAL OUTAGE																										
INTERMITTENT OUTAGE																										
PERFORMANCE ISSUES AFFECTING AVAILABILITY																										
DEPENDENCY FAIL																										
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES		99.52%																								
<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		
01-Aug-14																										
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216 mins Outage 11:28 to 16:04