

NORMAL SERVICE		99.80%		<b>SERVICE NAME: RESOURCELINK</b> <b>DATE: August 2014</b> <b>Incident Comments:</b> 15th August 8am to 10am. Upgrade to Resourcelink 12A. RFC 6303																				
SCHEDULED ADVERTISED OUTAGE		0.20%																						
UNSCHEDULED OUTAGE																								
PARTIAL OUTAGE																								
INTERMITTENT OUTAGE																								
PERFORMANCE ISSUES AFFECTING AVAILABILITY																								
DEPENDENCY FAIL																								
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES		100.00%																						
<i>Partial, Intermittent, &amp; 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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