

NORMAL SERVICE		100.00%		SERVICE NAME: ALMA (Primo) Library Service																							
SCHEDULED ADVERTISED OUTAGE				DATE: August 2014																							
UNSCHEDULED OUTAGE																											
PARTIAL OUTAGE																											
INTERMITTENT OUTAGE																											
PERFORMANCE ISSUES AFFECTING AVAILABILITY																											
DEPENDENCY FAIL																											
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES		100.00%																									
Partial, Intermittent, & Dependency not included in Total, as parent service is still running. List the outages in minutes																											
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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