

NORMAL SERVICE							99.60%	SERVICE NAME: Alma (Library Management System)																
SCHEDULED ADVERTISED OUTAGE							0.40%	DATE: 01/10/2014																
UNSCHEDULED OUTAGE							0.00%	COMMENTS: Standard monthly Alma release applied by the vendor Ex Libris during the agreed maintenance window (Sunday 28th Sept 1am-4am) (RFC 6395) (SNS ID 4642)																
PARTIAL OUTAGE							0.00%																	
INTERMITTENT OUTAGE							0.00%																	
PERFORMANCE ISSUES AFFECTING AVAILABILITY							0.00%																	
DEPENDENCY FAIL							0.00%																	
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-Sep-14																								
02-Sep-14																								
03-Sep-14																								
04-Sep-14																								
05-Sep-14																								
06-Sep-14																								
07-Sep-14																								
08-Sep-14																								
09-Sep-14																								
10-Sep-14																								
11-Sep-14																								
12-Sep-14																								
13-Sep-14																								
14-Sep-14																								
15-Sep-14																								
16-Sep-14																								
17-Sep-14																								
18-Sep-14																								
19-Sep-14																								
20-Sep-14																								
21-Sep-14																								
22-Sep-14																								
23-Sep-14																								
24-Sep-14																								
25-Sep-14																								
26-Sep-14																								
27-Sep-14																								
28-Sep-14		180 minutes																						
29-Sep-14																								
30-Sep-14																								