NORMAL SERVICE	100.00%	SERVICE NAME: Blackboard 9.1
SCHEDULED ADVERTISED OUTAGE	0.00%	September 2014
UNSCHEDULED OUTAGE	0.00%	
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	25.00%	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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