

NORMAL SERVICE							100.00%	SERVICE NAME: LDAP																
SCHEDULED ADVERTISED OUTAGE								DATE: Sep-14																
UNSCHEDULED OUTAGE								COMMENTS: 27th September outage - 150 minutes - a Partial Outage as only affected one of the 5 LDAP services (OnLine Directory), and also a Dependency Fail as was caused by the hardware fault on DNS server Curlew. So the Dependency Fail was the cause of the Partial Outage, so is why I've assigned the time to that.																
PARTIAL OUTAGE																								
INTERMITTENT OUTAGE																								
PERFORMANCE ISSUES AFFECTING AVAILABILITY																								
DEPENDENCY FAIL							0.07%																	
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES							100.00%																	
<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
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