

NORMAL SERVICE		99.80%		SERVICE NAME: Resourcelink																					
SCHEDULED ADVERTISED OUTAGE		0.20%		DATE: September 2014																					
UNSCHEDULED OUTAGE				Incident Comments:																					
PARTIAL OUTAGE				1. 5th September 8am to 10am, urgent fix applied by Northgate to Payroll database																					
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	
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