

NORMAL SERVICE							100.00%	SERVICE NAME: Video Library Service DATE: <u>Sep-14</u> COMMENTS:																
SCHEDULED ADVERTISED OUTAGE							nil																	
UNSCHEDULED OUTAGE							nil																	
PARTIAL OUTAGE							nil																	
INTERMITTENT OUTAGE							nil																	
PERFORMANCE ISSUES AFFECTING AVAILABILITY							nil																	
DEPENDENCY FAIL							nil																	
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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