

NORMAL SERVICE AVAILABILITY	74.05%	SERVICE NAME: CMS Site Manager																						
SCHEDULED ADVERTISED OUTAGE	0.67%	DATE: Oct-14																						
UNSCHEDULED OUTAGE	2.31%	COMMENTS: See next page of the spreadsheet for comments and summaries of the extensive problems with CMS the CMS throughout October, resulting in a Major Incident invocation. The times and categories are indicated below.																						
PARTIAL UNSCHEDULED OUTAGE	20.35%																							
INTERMITTENT UNSCHEDULED OUTAGE	2.62%																							
PERFORMANCE ISSUES AFFECTING AVAILABILITY																								
DEPENDENCY FAILURE	NIL																							
TOTAL SYSTEM AVAILABILITY EXCL SCHEDULED OUTAGES	99.33%	The times and percentages for Partial and Intermittent outages might also be classified as Performance issues. Figures are for the USER SERVICE rather than the system itself.																						
<i>Partial, Intermittent, & Dependency not included in Total, as parent service is still running. List the outages in minutes</i>		The USER SERVICE was unavailable for 25.95% of the month.																						
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-Oct-14																								
02-Oct-14																								
03-Oct-14																								
04-Oct-14																								
05-Oct-14																								
06-Oct-14																								
07-Oct-14																								
08-Oct-14																								
09-Oct-14										120 minutes				134 mins					420minutes					
10-Oct-14	475 mins								94 mins	394 mins														
11-Oct-14																								
12-Oct-14																								
13-Oct-14																								
14-Oct-14	560 mins								40 mins	80 mins			20 mins		574 minutes									
15-Oct-14	1440 mins														24 mins	560 minutes								
16-Oct-14	1440 mins																							
17-Oct-14	1440 mins																							
18-Oct-14	1440 mins																							
19-Oct-14	1440 mins																							
20-Oct-14	720 mins												180 minutes											
21-Oct-14																								
22-Oct-14																								
23-Oct-14																								
24-Oct-14																								
25-Oct-14																								
26-Oct-14																								
27-Oct-14																								
28-Oct-14																								
29-Oct-14																								
30-Oct-14																								
31-Oct-14																								