

NORMAL SERVICE							100.00%	SERVICE NAME: Resourcelink DATE: October 2014 Incident Comments:																
SCHEDULED ADVERTISED OUTAGE																								
UNSCHEDULED OUTAGE																								
PARTIAL OUTAGE																								
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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