

NORMAL SERVICE		97.36%		Service Name: CRM																							
SCHEDULED ADVERTISED OUTAGE		1.39%		Date: Nov 2014																							
UNSCHEDULED OUTAGE		1.25%		Comments: 11th / 12th Network Issue caused Cluster to shutdown																							
PARTIAL OUTAGE		0%		Scheduled 15 minute outage on the 13th RFC 6491																							
INTERMITTENT OUTAGE		0%		Scheduled outage on the 15th RFC 6533																							
PERFORMANCE ISSUES		0%																									
DEPENDENCY FAIL		0%																									
TOTAL INCL ALL OUTAGES		97.36%																									
TOTAL EXCL SCHEDULED OUTAGES		98.75%																									
Durations to be noted below 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			
01-Nov-14																											
02-Nov-14																											
03-Nov-14																											
04-Nov-14																											
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08-Nov-14																											
09-Nov-14																											
10-Nov-14																											
11-Nov-14																									540 mins		
12-Nov-14																											
13-Nov-14								15 mins																			
14-Nov-14																											
15-Nov-14										480 mins																	
16-Nov-14																											
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