

NORMAL SERVICE		96.15%																									
SCHEDULED ADVERTISED OUTAGE		0.03%																									
UNSCHEDULED OUTAGE		0.00%																									
PARTIAL OUTAGE		3.82%																									
INTERMITTENT OUTAGE		0.00%																									
PERFORMANCE ISSUES		0.00%																									
DEPENDENCY FAIL		0.00%																									
TOTAL INCL ALL OUTAGES		96.15%																									
TOTAL EXCL SCHEDULED OUTAGES		96.18%																									
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																											
05-Nov-14																											
06-Nov-14																											
07-Nov-14																											
08-Nov-14																											
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10-Nov-14																											
11-Nov-14																											
12-Nov-14																											
13-Nov-14								15 mins																			
14-Nov-14																											
15-Nov-14																											
16-Nov-14																											
17-Nov-14																											
18-Nov-14																											
19-Nov-14																											
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21-Nov-14												45 mins															
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25-Nov-14																											
26-Nov-14																											
27-Nov-14																											
28-Nov-14																											
29-Nov-14																											
30-Nov-14																											

Service Name: Oracle Financials
 Date: 01/12/2014
 Comments:
 1, Scheduled outage on 13th November was for patching to the underlying physical servers RFC 6491
 2, Partial outage on 20th and 21st November was due to users being asked to avoid running process whilst debug information for Supplier Payment Run was gathered.