

<b>NORMAL SERVICE</b>	<b>99.50%</b>	<b>SERVICE NAME:</b> Resourcelink																							
<b>SCHEDULED ADVERTISED OUTAGE</b>	<b>0.00%</b>	<b>DATE:</b> November 2014																							
<b>UNSCHEDULED OUTAGE</b>	<b>0.50%</b>	<b>Incident Comments:</b>																							
<b>PARTIAL OUTAGE</b>	<b>0.00%</b>	Resourcelink unavailable 11th November 7 to 11am, 240 minutes, caused by Solaris patching issue. Major IT incident																							
<b>INTERMITTENT OUTAGE</b>	<b>0.00%</b>	process was initiated. (SNS 5117)																							
<b>PERFORMANCE ISSUES AFFECTING AVAILABILITY</b>	<b>0.00%</b>																								
<b>DEPENDENCY FAIL</b>	<b>0.00%</b>																								
<b>TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES</b>	<b>99.50%</b>																								
<i>Partial, Intermittent, &amp; Dependency not included in Total, as parent service is still running. List the outages in minutes</i>																									
<b>DATE</b>	<b>00:00</b>	<b>01:00</b>	<b>02:00</b>	<b>03:00</b>	<b>04:00</b>	<b>05:00</b>	<b>06:00</b>	<b>07:00</b>	<b>08:00</b>	<b>09:00</b>	<b>10:00</b>	<b>11:00</b>	<b>12:00</b>	<b>13:00</b>	<b>14:00</b>	<b>15:00</b>	<b>16:00</b>	<b>17:00</b>	<b>18:00</b>	<b>19:00</b>	<b>20:00</b>	<b>21:00</b>	<b>22:00</b>	<b>23:00</b>	
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