			SERVICE NAME: Alma
NORMAL SERVICE		99.20%	
SCHEDULED ADVERTISED OUTAGE		0.80%	DATE: Dec-14
UNSCHEDULED OUTAGE		0.00%	COMMENTS:
PARTIAL OUTAGE		0.00%	Ex Libris apply the scheduled monthly update
INTERMITTENT OUTAGE		0.00%	07/12/2014 00:00:00 to 07/12/2014 03:00:00
PERFORMANCE ISSUES AFFECTING AVAILABILITY		0.00%	RFC: 6605
DEPENDENCY FAIL		0.00%	
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			Ex Libris applied a hotfix 14/12/2014 01:00:00 to 14/12/2014 04:00:00

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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