

NORMAL SERVICE		100.00%		SERVICE NAME: Blackboard 9																				
SCHEDULED ADVERTISED OUTAGE		0.00%		December 2014																				
UNSCHEDULED OUTAGE		0.00%																						
PARTIAL OUTAGE		0.00%																						
INTERMITTENT OUTAGE		0.00%																						
PERFORMANCE ISSUES AFFECTING AVAILABILITY		0.00%																						
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																								
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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