

NORMAL SERVICE		100%		Service Name: CRM																							
SCHEDULED ADVERTISED OUTAGE				Date: DEC 2014																							
UNSCHEDULED OUTAGE				Comments:																							
PARTIAL OUTAGE																											
INTERMITTENT OUTAGE																											
PERFORMANCE ISSUES																											
DEPENDENCY FAIL																											
TOTAL INCL ALL OUTAGES		100%																									
TOTAL EXCL SCHEDULED OUTAGES		100%																									
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-Dec-14																											
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