

NORMAL SERVICE		100.00%		SERVICE NAME: eScholar DATE: December 2014 INCIDENT COMMENTS:																					
SCHEDULED ADVERTISED OUTAGE																									
UNSCHEDULED OUTAGE																									
PARTIAL OUTAGE																									
INTERMITTENT OUTAGE																									
PERFORMANCE ISSUES AFFECTING AVAILABILITY																									
DEPENDENCY FAIL																									
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES		100.00%																							
<i>Partial, Intermittent, & Dependency not included in Total, as parent service is still running. List the outages in minutes</i>																									
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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