

NORMAL SERVICE		99.30%		SERVICE NAME: Resourcelink																					
SCHEDULED ADVERTISED OUTAGE		0.70%		DATE: December 2014																					
UNSCHEDULED OUTAGE				Incident Comments:																					
PARTIAL OUTAGE				Resourcelink unavailable for scheduled upgrade to R13 on 19th December 7am to 12pm, 300 minutes. RFC 6569																					
INTERMITTENT OUTAGE				Resourcelink unavailable for R13 urgent patch to be applied on 23rd December 7.45am to 8am, 15 minutes. RFC 6663																					
PERFORMANCE ISSUES AFFECTING AVAILABILITY																									
DEPENDENCY FAIL																									
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES		100.00%																							
<i>Partial, Intermittent, &amp; 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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