

NORMAL SERVICE		91.40%		SERVICE NAME: Video Library Service (VLS)																				
SCHEDULED ADVERTISED OUTAGE		0.00%		DATE: December 2014																				
UNSCHEDULED OUTAGE		8.60%		The HML admin windows service stopped responding. Restarting the server fixed the issue																				
PARTIAL OUTAGE		0.00%																						
INTERMITTENT OUTAGE		0.00%																						
PERFORMANCE ISSUES AFFECTING AVAILABILITY		0.00%																						
DEPENDENCY FAIL		0.00%																						
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES		91.40%																						
<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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