

| NORMAL SERVICE | | 100.00% | SERVICE NAME: Livelink | | | | | | | | | | | | | | | | | | | | | | | |
|---|-------|---------|------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--|--|
| SCHEDULED ADVERTISED OUTAGE | | 0.00% | DATE: Jan-15 | | | | | | | | | | | | | | | | | | | | | | | |
| UNSCHEDULED OUTAGE | | 0.00% | COMMENTS: | | | | | | | | | | | | | | | | | | | | | | | |
| 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% | | | | | | | | | | | | | | | | | | | | | | | | |
| <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 | | |
| 01-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 02-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 03-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 04-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 05-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 06-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 07-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 08-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 09-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 14-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 15-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 16-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 17-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 18-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 19-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 20-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 21-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 22-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 23-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 24-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 25-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 26-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 27-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 28-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 29-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 30-Sep-14 | | | | | | | | | | | | | | | | | | | | | | | | | | |