

|                                                                                                                            |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
|----------------------------------------------------------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|---------|------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| NORMAL SERVICE                                                                                                             |       |       |       |       |       |       | 100.00% | SERVICE NAME: Resourcelink<br>DATE: January 2015<br>Incident Comments: |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| SCHEDULED ADVERTISED OUTAGE                                                                                                |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| UNSCHEDULED OUTAGE                                                                                                         |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| PARTIAL OUTAGE                                                                                                             |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| INTERMITTENT OUTAGE                                                                                                        |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| PERFORMANCE ISSUES AFFECTING AVAILABILITY                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| DEPENDENCY FAIL                                                                                                            |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES                                                                                  |       |       |       |       |       |       | 100.00% |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| Partial, Intermittent, & Dependency not included in Total, as parent service is still running. List the outages 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-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 02-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 03-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 04-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 05-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 06-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 07-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 08-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 09-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 10-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 11-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 12-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 13-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 14-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 15-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 16-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 17-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 18-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 19-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 20-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 21-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 22-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 23-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 24-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 25-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 26-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 27-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 28-Jan-15                                                                                                                  |       |       |       |       |       |       |         |                                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |