

NORMAL SERVICE							99.00%	SERVICE NAME: Timetabling																
SCHEDULED ADVERTISED OUTAGE								DATE: January 2015																
UNSCHEDULED OUTAGE								COMMENTS: The Enterprise Timetabler application was unavailable on the 14th, however the rest of the service was unaffected (SNS 5233). MyManchester was unable to load personal timetable information on the 27th (SNS 5270).																
PARTIAL OUTAGE							1.00%																	
INTERMITTENT OUTAGE																								
PERFORMANCE ISSUES AFFECTING AVAILABILITY																								
DEPENDENCY FAIL																								
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES							99.00%																	
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
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