

NORMAL SERVICE	86.03%	SERVICE NAME: Video Library Service (VLS)																							
SCHEDULED ADVERTISED OUTAGE	0.00%	DATE: January 2015																							
UNSCHEDULED OUTAGE	13.97%	The HML admin windows service stopped responding. Restarting the server fixed the issue Server crashed with a Bluescreen, but restarted.																							
PARTIAL OUTAGE	0.00%																								
INTERMITTENT OUTAGE	0.00%																								
PERFORMANCE ISSUES AFFECTING AVAILABILITY	0.00%																								
DEPENDENCY FAIL	0.00%																								
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES	86.03%																								
<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-Jan-15	6236 mins																								
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