

NORMAL SERVICE							99.04%	SERVICE NAME: Alma																
SCHEDULED ADVERTISED OUTAGE							0.89%	DATE: 1 Feb-15																
UNSCHEDULED OUTAGE							0.00%	COMMENTS:																
PARTIAL OUTAGE							0.07%	Ex Libris applied monthly update (RFC 6717) (SNS 5266)																
INTERMITTENT OUTAGE							0.00%	01/02/2015 00:00 to 03:00																
PERFORMANCE ISSUES AFFECTING AVAILABILITY							0.00%	Performance issues between 10:30 and 11:00am Reported to Ex Libris who confirmed issue and resolution.																
DEPENDENCY FAIL							0.00%																	
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES							99.93%																	
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-Feb-15	180																							
02-Feb-15											30													
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