

NORMAL SERVICE							100.00%	SERVICE NAME: : Blackboard 9 February 2015 <u>Note: No reported or measured issues due to CAS authentication problems</u>																
SCHEDULED ADVERTISED OUTAGE							0.00%																	
UNSCHEDULED OUTAGE							0.00%																	
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%																	
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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