

NORMAL SERVICE							100%		Service Name: CRM Date: Feb 2015 Comments:															
SCHEDULED ADVERTISED OUTAGE							0%																	
UNSCHEDULED OUTAGE							0%																	
PARTIAL OUTAGE							0%																	
INTERMITTENT OUTAGE							0%																	
PERFORMANCE ISSUES							0%																	
DEPENDENCY FAIL							0%																	
TOTAL INCL ALL OUTAGES							100%																	
TOTAL EXCL SCHEDULED OUTAGES							100%																	
Durations to be noted below in minutes								00:00																
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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