

NORMAL SERVICE							99.91%	1	SERVICE NAME: Staff Exchange Service DATE: February 2015 COMMENTS: Core Router upgrades in Kilburn and Reynolds House led to some users being disconnected from their mailbox															
SCHEDULED ADVERTISED OUTAGE																								
UNSCHEDULED OUTAGE																								
PARTIAL OUTAGE																								
INTERMITTENT OUTAGE																								
PERFORMANCE ISSUES AFFECTING AVAILABILITY																								
DEPENDENCY FAIL							0.09%																	
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES							99.91%																	
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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