

Monthly Date Calculations
Add Start Date and Holiday Dates and Type

IT SERVICE AVAILABILITY KEY PERFORMANCE INDICATORS		
Monthly Calculations	<i>Green Required, Yellow Optional</i>	
Month :	January	Starting Date
Year:	2020	Finishing Date
Days in Month:	31	Monday-Thursday ⁽¹⁾
Raw hours in month	744:00	Fridays (2)
Supported Hours Workdays	216:00	Saturdays ⁽²⁾
Supported Hours Friday	40:00	Sundays ⁽³⁾
Supported Hours Saturday	32:00	National Public Hols ⁽⁴⁾
Supported Hours Sunday	20:00	Canberra Only Pub Hols ⁽⁵⁾
Supported Hours Nat. Pub Hols	0:00	(1) Supported 8am-8pm (2) Supported 8am-5pm (3) Supported 12pm-5pm (4) Supported 12pm-5pm (5) Supported 8am-5pm
Supported Hours Cbr Pub Hols	0:00	
Total Support Hours	308:00	

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For	January	2020
1-Jan-20	Holidays	Hol Type
31-Jan-20		-
18		-
5		-
4		-
4		-
0		-
0		-
		-
12		-
08		-
05		-
05		-
08		-

ACHIEVED SERVICE AVAILABILITY TARGETS
BY SYSTEM (KPI >99.5%)

Key IT Services Availability		January	2020	
Total Monthly Supported		308:00		
Total Hours in Period		744:00		
See Definitions				
System Name	Supported	24x7	Comments/Summary	#Incidents
% Website Availability	100.00%	100.00%		0
% Trove Availability	100.00%	100.00%		0
Achieved Service Availability		100.00%	100.00%	

Definitions:	
Website Availability	Includes www.nla.gov.au, static webpages, drupal, wiki's, wordpress
Trove Availability	Includes Trove Search, Newspapers delivery, user authentication, index updates

Not Used	
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Severe	1
Major	0.75
Significant	0.5
Minor	0
Scheduled	0
Forced	0
Non-Supported	0
-	0

January	1	2016
February	2	2017
March	3	2018
April	4	2019
May	5	2020
June	6	2021
July	7	2022
August	8	2023
September	9	2024
October	10	2025
November	11	2026
December	12	

Really ? Are you still using this?

February

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