

Monthly Date Calculations
Add Start Date and Holiday Dates and Type

IT SERVICE AVAILABILITY KEY PERFORMANCE INDICATORS

Monthly Calculations

Green Required, Yellow Optional

Month :	October
Year:	2019
Days in Month:	31
Raw hours in month	744:00
Supported Hours Workdays	228:00
Supported Hours Friday	32:00
Supported Hours Saturday	32:00
Supported Hours Sunday	20:00
Supported Hours Nat. Pub Hols	0:00
Supported Hours Cbr Pub Hols	0:00
Total Support Hours	312:00

Starting Date
Finishing Date
Monday-Thursday ⁽¹⁾
Fridays ⁽²⁾
Saturdays ⁽²⁾
Sundays ⁽³⁾
National Public Hols ⁽⁴⁾
Canberra Only Pub Hols ⁽⁵⁾

- (1) Supported 8am-8pm
- (2) Supported 8am-5pm
- (3) Supported 12pm-5pm
- (4) Supported 12pm-5pm
- (5) Supported 8am-5pm

Monthly Date Calculations
 Add Start Date and Holiday Dates and Type

For	October	2019
1-Oct-19	Holidays	Hol Type
31-Oct-19		-
19		-
4		-
4		-
4		-
0		-
0		-
		-
12		-
08		-
05		-
05		-
08		-

% Website Availability		Range:		1-Oct-19 31-Oct-19					
Description	Start (dd/mm/yy hh:mm)	Finish (dd/mm/yy hh:mm)	Duration	Non-Supported Hours	Severity	Severity Weightin g	Weighted Duration	Override (hh:mm)	24x7 Duration
			0:00		-	0	0:00		0:00
			0:00		-	0	0:00		0:00
			0:00		-	0	0:00		0:00
			0:00		-	0	0:00		0:00
			0:00		-	0	0:00		0:00
			0:00		-	0	0:00		0:00
			0:00		-	0	0:00		0:00
			0:00		-	0	0:00		0:00
			0:00		-	0	0:00		0:00
			0:00		-	0	0:00		0:00
			0:00		-	0	0:00		0:00
			0:00		-	0	0:00		0:00
			0:00		-	0	0:00		0:00
			0:00		-	0	0:00		0:00
			0:00		-	0	0:00		0:00

SAT % **100.00%**

Complete Yellow for an outage, orange for time override only

Status:

% Trove Availability		Range:		1-Oct-19 31-Oct-19						
Description	Start (dd/mm/yy hh:mm)	Finish (dd/mm/yy hh:mm)	Duration	Non-Supported Hours	Severity	Severity Weightin g	Weighted Duration	Override (hh:mm)	24x7 Duration	
Books and Journals unavailable (Tarkine outage)	2/10/19 11:35	2/10/19 11:38	0:03		Significant	0.5	0:01		0:01	
Trove Search Outage due to fatberg	3/10/19 5:09	3/10/19 5:10	0:01	0:01	Major	0.75	0:00		0:00	
Trove Search Outage due to fatberg	3/10/19 5:19	3/10/19 5:27	0:08	0:08	Major	0.75	0:00		0:06	
Trove Search Outage due to fatberg	6/10/19 16:26	6/10/19 16:27	0:01		Major	0.75	0:00		0:00	
Trove Search Outage due to fatberg	6/10/19 16:31	6/10/19 16:37	0:06		Major	0.75	0:04		0:04	
Trove Search Outage due to fatberg	13/10/19 7:47	13/10/19 7:48	0:01	0:01	Major	0.75	0:00		0:00	
Trove Search Outage due to fatberg	13/10/19 7:51	13/10/19 7:59	0:08	0:08	Major	0.75	-0:00		0:06	
			0:00		-	0	0:00		0:00	
			0:00		-	0	0:00		0:00	
			0:00		-	0	0:00		0:00	
			0:00		-	0	0:00		0:00	
			0:00		-	0	0:00		0:00	
			0:00		-	0	0:00		0:00	
			0:00		-	0	0:00		0:00	
			0:00		-	0	0:00		0:00	

SAT % **99.96%**

Complete Yellow for an outage, orange for time override only

Status:

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

Key IT Services Availability		October	2019	
Total Monthly Supported		312:00		
Total Hours in Period		744:00		
See Definitions				
System Name	Supported	24x7	Comments/Summary	#Incidents
% Website Availability	100.00%	100.00%		0
% Trove Availability	99.96%	99.95%		7
Achieved Service Availability		99.98%	99.98%	

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
Major
Significant
Minor
Scheduled
Forced
Non-Supported
-

1
0.75
0.5
0
0
0
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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