

Monthly Date Calculations
Add Start Date and Holiday Dates and Type

IT SERVICE AVAILABILITY KEY PERFORMANCE INDICATORS

Monthly Calculations

Green Required, Yellow Optional

Month :	August
Year:	2019
Days in Month:	31
Raw hours in month	744:00
Supported Hours Workdays	204:00
Supported Hours Friday	40:00
Supported Hours Saturday	40:00
Supported Hours Sunday	20:00
Supported Hours Nat. Pub Hols	0:00
Supported Hours Cbr Pub Hols	0:00
Total Support Hours	304:00

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	July	2019
1-Aug-19	Holidays	Hol Type
31-Aug-19		-
17		-
5		-
5		-
4		-
0		-
0		-
		-
12		-
08		-
05		-
05		-
08		-

% Trove Availability		Range:		1-Aug-19		31-Aug-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	
Newspapers Delivery was unavailable due to an issue loading Newspaper Advertising pages with text corrections	19/8/19 12:54	19/8/19 12:59	0:04		Major	0.75	0:00		0:03	
Newspapers Delivery was unavailable due to an issue loading Newspaper Advertising pages with text corrections, which is a repeat of the same issue on 19/8/2019	26/8/19 11:23	26/8/19 11:32	0:09		Major	0.75	0:06		0:06	
repeat of the same issue on 26/8/2019	30/8/19 19:50	30/8/19 19:52	0:02		Major	0.75	0:01		0:01	
repeat of the same issue on 26/8/2019	30/8/19 19:56	30/8/19 19:58	0:02		Major	0.75	0:01		0:01	
repeat of the same issue on 26/8/2019	30/8/19 20:15	30/8/19 20:22	0:06	0:06	Major	0.75	0:00		0:05	
repeat of the same issue on 26/8/2019	30/8/19 20:20	30/8/19 20:25	0:04	0:04	Major	0.75	0:00		0:03	
			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 % **99.94%**

Complete Yellow for an outage, orange for time override only

Status:

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

Key IT Services Availability		August	2019	
Total Monthly Supported		304:00		
Total Hours in Period		744:00		
See Definitions				
System Name	Supported	24x7	Comments/Summary	#Incidents
% Website Availability	100.00%	100.00%		0
% Trove Availability	99.94%	99.95%		6
Achieved Service Availability		99.97%	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	

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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