

Monthly Date Calculations
Add Start Date and Holiday Dates and Type

IT SERVICE AVAILABILITY KEY PERFORMANCE INDICATORS

Monthly Calculations

Green Required, Yellow Optional

| | |
|-------------------------------|------------------|
| Month : | September |
| Year: | 2019 |
| Days in Month: | 30 |
| Raw hours in month | 720:00 |
| Supported Hours Workdays | 204:00 |
| Supported Hours Friday | 32:00 |
| Supported Hours Saturday | 32:00 |
| Supported Hours Sunday | 25:00 |
| Supported Hours Nat. Pub Hols | 0:00 |
| Supported Hours Cbr Pub Hols | 0:00 |
| Total Support Hours | 293:00 |

| |
|---------------------------------------|
| 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 | September | 2019 |
|-----------|-----------|----------|
| 1-Sep-19 | Holidays | Hol Type |
| 30-Sep-19 | | - |
| 17 | | - |
| 4 | | - |
| 4 | | - |
| 5 | | - |
| 0 | | - |
| 0 | | - |
| | | - |
| 12 | | - |
| 08 | | - |
| 05 | | - |
| 05 | | - |
| 08 | | - |

| % Trove Availability | | Range: | | 1-Sep-19 30-Sep-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 | |
| Trove degraded service | 3/9/19 20:21 | 3/9/19 20:22 | 0:01 | 0:01 | Major | 0.75 | 0:00 | | 0:00 | |
| Trove degraded service | 3/9/19 20:23 | 3/9/19 20:24 | 0:01 | 0:01 | Major | 0.75 | 0:00 | | 0:00 | |
| Trove degraded service | 3/9/19 20:25 | 3/9/19 20:26 | 0:01 | 0:01 | Major | 0.75 | 0:00 | | 0:00 | |
| Trove degraded service | 3/9/19 20:27 | 3/9/19 20:29 | 0:02 | 0:02 | Major | 0.75 | 0:00 | | 0:01 | |
| Trove degraded service | 3/9/19 20:29 | 3/9/19 20:30 | 0:01 | 0:01 | Major | 0.75 | -0:00 | | 0:00 | |
| Trove degraded service | 3/9/19 20:30 | 3/9/19 20:31 | 0:01 | 0:01 | Major | 0.75 | 0:00 | | 0:00 | |
| Trove degraded service | 3/9/19 20:31 | 3/9/19 20:33 | 0:02 | 0:02 | Major | 0.75 | 0:00 | | 0:01 | |
| Trove degraded service | 6/9/19 9:27 | 6/9/19 9:28 | 0:01 | | Major | 0.75 | 0:00 | | 0:00 | |
| Trove degraded service | 6/9/19 9:41 | 6/9/19 9:42 | 0:01 | | Major | 0.75 | 0:00 | | 0:00 | |
| Trove degraded service | 6/9/19 9:44 | 6/9/19 9:45 | 0:01 | | Major | 0.75 | 0:00 | | 0:00 | |
| Trove degraded service | 6/9/19 9:46 | 6/9/19 9:47 | 0:01 | | Major | 0.75 | 0:00 | | 0:00 | |
| Trove degraded service | 6/9/19 10:19 | 6/9/19 10:20 | 0:01 | | Major | 0.75 | 0:00 | | 0:00 | |
| Trove degraded service | 6/9/19 12:28 | 6/9/19 12:29 | 0:01 | | Major | 0.75 | 0:00 | | 0:00 | |
| | | | 0:00 | | - | 0 | 0:00 | | 0:00 | |
| | | | 0:00 | | - | 0 | 0:00 | | 0:00 | |

SAT % **99.97%**

Complete Yellow for an outage, orange for time override only

Status:

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

| Key IT Services Availability | | September | | 2019 | |
|--|-----------|---------------|------------------|------------|--|
| Total Monthly Supported | | 293:00 | | | |
| Total Hours in Period | | 720:00 | | | |
| See Definitions | | | | | |
| System Name | Supported | 24x7 | Comments/Summary | #Incidents | |
| % Website Availability | 100.00% | 100.00% | | 0 | |
| % Trove Availability | 99.97% | 99.97% | | 13 | |
| Achieved Service Availability | | 99.99% | 99.99% | | |

| 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
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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