

Monthly Date Calculations
Add Start Date and Holiday Dates and Type

IT SERVICE AVAILABILITY KEY PERFORMANCE INDICATORS

Monthly Calculations

Green Required, Yellow Optional

Month :	November
Year:	2019
Days in Month:	30
Raw hours in month	720:00
Supported Hours Workdays	192:00
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	292:00

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	November	2019
1-Nov-19	Holidays	Hol Type
30-Nov-19		-
16		-
5		-
5		-
4		-
0		-
0		-
		-
12		-
08		-
05		-
05		-
08		-

% Website Availability		Range:		1-Nov-19 30-Nov-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-Nov-19 30-Nov-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 UI was unavailable to requests to an unknown work requesting 55,000 instances of 1/12 map works (multiple outages over 2 hours)	16/11/19 5:40	16/11/19 7:38	1:11	1:11	Major	0.75	0:00		0:53	
The dl-Repo service live-locked preventing the delivery of books and journals content.	19/11/19 21:15	20/11/19 8:09	10:54	10:45	Significant	0.5	0:04		5:27	
			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 % **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		November	2019	
Total Monthly Supported		292:00		
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%	99.12%		2
Achieved Service Availability 99.99% 99.56%				

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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