

Monthly Date Calculations
Add Start Date and Holiday Dates and Type

IT SERVICE AVAILABILITY KEY PERFORMANCE INDICATORS

Monthly Calculations

Green Required, Yellow Optional

Month :	February
Year:	2020
Days in Month:	29
Raw hours in month	696:00
Supported Hours Workdays	192:00
Supported Hours Friday	32:00
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	284:00

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	February	2020
1-Feb-20	Holidays	Hol Type
29-Feb-20		-
16		-
4		-
5		-
4		-
0		-
0		-
		-
12		-
08		-
05		-
05		-
08		-

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

Key IT Services Availability		February	2020	
Total Monthly Supported		284:00		
Total Hours in Period		696:00		
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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