

Monthly Date Calculations
Add Start Date and Holiday Dates and Type

IT SERVICE AVAILABILITY KEY PERFORMANCE INDICATORS		For	July	2019
Monthly Calculations		<i>Green Required, Yellow Optional</i>		
Month :	July	Starting Date	1-Jul-19	Holidays
Year:	2019	Finishing Date	31-Jul-19	Hol Type
Days in Month:	31	Monday-Thursday ⁽¹⁾	19	-
Raw hours in month	744:00	Fridays ⁽²⁾	4	-
Supported Hours Workdays	228:00	Saturdays ⁽²⁾	4	-
Supported Hours Friday	32:00	Sundays ⁽³⁾	4	-
Supported Hours Saturday	32:00	National Public Hols ⁽⁴⁾	1	National
Supported Hours Sunday	20:00	Canberra Only Pub Hols ⁽⁵⁾	0	-
Supported Hours Nat. Pub Hols	5:00			-
Supported Hours Cbr Pub Hols	0:00	(1) Supported 8am-8pm	12	-
Total Support Hours	317:00	(2) Supported 8am-5pm	08	-
		(3) Supported 12pm-5pm	05	-
		(4) Supported 12pm-5pm	05	-
		(5) Supported 8am-5pm	08	-

% Website Availability									
Range:			1-Jul-19		31-Jul-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
			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-Jul-19	31-Jul-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 Images were unavailable due to a known issue with large gazettes	1/7/19 13:58	1/7/19 14:05	0:06		Major	0.75	0:00		0:05	
High network load caused Trove delivery to be slow or unresponsive to requests	1/7/19 10:35	1/7/19 10:46	0:10		Significant	0.5	0:05		0:05	
High network load caused Trove delivery to be slow or unresponsive to requests	1/7/19 11:09	1/7/19 12:15	1:05		Significant	0.5	0:32		0:32	
High network load caused Trove delivery to be slow or unresponsive to requests	1/7/19 12:31	1/7/19 12:46	0:14		Significant	0.5	0:07		0:07	
High network load caused Trove delivery to be slow or unresponsive to requests	1/7/19 12:58	1/7/19 14:51	1:53		Significant	0.5	0:56		0:56	
Newspapers Image unavailable due to known issue with large gazettes	9/7/19 15:02	9/7/19 15:04	0:02		Major	0.75	0:01		0:01	
			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 % 99.45%

Complete Yellow for an outage, orange for time override only

Status:

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

Key IT Services Availability		July	2019	
Total Monthly Supported		317:00		
Total Hours in Period		744:00		
% Website Availability	100.00%	100.00%		0
% Trove Availability	99.45%	99.76%		6
Achieved Service Availability	99.73%	99.88%		

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
February 2
March 3
April 4
May 5
June 6
July 7
August 8
September 9
October 10
November 11
December 12

2016
2017
2018
2019
2020
2021
2022
2023
2024
2025
2026

February 2

Really ? Are you still using this?