

Monthly Date Calculations
Add Start Date and Holiday Dates and Type

IT SERVICE AVAILABILITY KEY PERFORMANCE INDICATORS		
Monthly Calculations	<i>Green Required, Yellow Optional</i>	
Month :	April	Starting Date
Year:	2020	Finishing Date
Days in Month:	30	Monday-Thursday ⁽¹⁾
Raw hours in month	720:00	Fridays ⁽²⁾
Supported Hours Workdays	216:00	Saturdays ⁽²⁾
Supported Hours Friday	32:00	Sundays ⁽³⁾
Supported Hours Saturday	32:00	National Public Hols ⁽⁴⁾
Supported Hours Sunday	20:00	Canberra Only Pub Hols ⁽⁵⁾
Supported Hours Nat. Pub Hols	0:00	(1) Supported 8am-8pm (2) Supported 8am-5pm (3) Supported 12pm-5pm (4) Supported 12pm-5pm (5) Supported 8am-5pm
Supported Hours Cbr Pub Hols	0:00	
Total Support Hours	300:00	

Monthly Date Calculations
 Add Start Date and Holiday Dates and Type

For	April	2020
1-Apr-20	Holidays	Hol Type
30-Apr-20		-
18		-
4		-
4		-
4		-
0		-
0		-
		-
12		-
08		-
05		-
05		-
08		-

% Website Availability		Range:		1-Apr-20 30-Apr-20					
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-Apr-20		30-Apr-20				
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	
NLA Harvester was not available	1/4/20 21:00	2/4/20 10:00	13:00	11:00	Minor	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:

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

Key IT Services Availability		April		2020	
Total Monthly Supported		300:00			
Total Hours in Period		720:00			
See Definitions					
System Name	Supported	24x7	Comments/Summary	#Incidents	
% Website Availability	100.00%	100.00%		0	
% Trove Availability	100.00%	100.00%		1	
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
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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