

Monthly Date Calculations
Add Start Date and Holiday Dates and Type

IT SERVICE AVAILABILITY KEY PERFORMANCE INDICATORS

Monthly Calculations

Green Required, Yellow Optional

Month :	June
Year:	2020
Days in Month:	30
Raw hours in month	720:00
Supported Hours Workdays	216:00
Supported Hours Friday	32:00
Supported Hours Saturday	32:00
Supported Hours Sunday	20:00
Supported Hours Nat. Pub Hols	0:00
Supported Hours Cbr Pub Hols	0:00
Total Support Hours	300:00

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	June	2020
1-Jun-20	Holidays	Hol Type
30-Jun-20		-
18		-
4		-
4		-
4		-
0		-
0		-
		-
12		-
08		-
05		-
05		-
08		-

% Website Availability		Range:		1-Jun-20 30-Jun-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

SAT % **100.00%**

Complete Yellow for an outage, orange for time override only

Status:

% Trove Availability		Range:		1-Jun-20		30-Jun-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	
The domain archive.org.au expired as renewal notifications were spam filtered leading to a web archive delivery outage.	30/4/20 10:00	30/4/20 12:37	2:37		Significant	0.5	1:18		1:18	
Newspapers UI down	29/6/20 23:02	29/6/20 23:11	0:08		Significant	0.5	0:04		0:04	
			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 % 99.54%

Complete Yellow for an outage, orange for time override only

Status:

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

Key IT Services Availability		June	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	99.54%	99.81%		2
Achieved Service Availability		99.77%	99.90%	

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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