

Monthly Date Calculations
Add Start Date and Holiday Dates and Type

IT SERVICE AVAILABILITY KEY PERFORMANCE INDICATORS

Monthly Calculations

Green Required, Yellow Optional

Month :	December
Year:	2019
Days in Month:	31
Raw hours in month	744:00
Supported Hours Workdays	216:00
Supported Hours Friday	32:00
Supported Hours Saturday	32:00
Supported Hours Sunday	25:00
Supported Hours Nat. Pub Hols	0:00
Supported Hours Cbr Pub Hols	0:00
Total Support Hours	305:00

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	December	2019
1-Dec-19	Holidays	Hol Type
31-Dec-19		-
18		-
4		-
4		-
5		-
0		-
0		-
		-
12		-
08		-
05		-
05		-
08		-

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

Key IT Services Availability		December		2019	
Total Monthly Supported		305:00			
Total Hours in Period		744:00			
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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