

Monthly Date Calculations
Add Start Date and Holiday Dates and Type

IT SERVICE AVAILABILITY KEY PERFORMANCE INDICATORS

Monthly Calculations

Green Required, Yellow Optional

Month :	May
Year:	2020
Days in Month:	31
Raw hours in month	744:00
Supported Hours Workdays	192:00
Supported Hours Friday	40:00
Supported Hours Saturday	40:00
Supported Hours Sunday	25:00
Supported Hours Nat. Pub Hols	0:00
Supported Hours Cbr Pub Hols	0:00
Total Support Hours	297:00

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	May	2020
1-May-20	Holidays	Hol Type
31-May-20		-
16		-
5		-
5		-
5		-
0		-
0		-
		-
12		-
08		-
05		-
05		-
08		-

% Website Availability		Range:		1-May-20 31-May-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 drupal sites, nla.gov.au, my.nla.gov.au, nla.gov.au/librariesaustralia, nslaconsortium etc were unavailable due to the primary web server running out of space	20/5/20 9:09	20/5/20 9:18	0:09		Severe	1	0:09		0:09	
NLA drupal sites, nla.gov.au, my.nla.gov.au, nla.gov.au/librariesaustralia, nslaconsortium etc were unavailable due to the primary web server running out of space	20/5/20 9:21	20/5/20 9:26	0:05		Severe	1	0:05		0:05	
			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 % **99.92%**

Complete Yellow for an outage, orange for time override only

Status:

% Trove Availability		Range:		1-May-20 31-May-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	

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		May	2020	
Total Monthly Supported		297:00		
Total Hours in Period		744:00		
See Definitions				
System Name	Supported	24x7	Comments/Summary	#Incidents
% Website Availability	99.92%	99.97%		2
% Trove Availability	100.00%	100.00%		1
Achieved Service Availability		99.96%	99.98%	

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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