**Document Version History**

This table shows a record of significant changes to the document.

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| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of Change** |
| 0.1 | 27/01/2022 | Swapnil Wale | DRAFT |
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**Approvals**

This table shows the approvals on this document for circulation, use, and withdrawal

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| --- | --- | --- | --- | --- |
| **Version** | **Date** | **Approver** | **Title/Authority** | **Approval Remarks** |
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**Checklist for availability report**

|  |  |  |  |
| --- | --- | --- | --- |
| **For all IT Services**  **Agreed availability**  **Measured availability**  **Trend analyses** | | | |
| **Details of availability** | **Agreed availability** | **Measured availability** | **Availability targets** |
| Data storage center available 24/7 | Capacity to store 2000GB of data | 2000 GB storage facility | Expected growth in a data storage facility to rise by 5% annually |
|  |  |  |  |
|  |  |  |  |
| **Incident Description:** | | 200 GB of a data leakage caused due to malware | |
| **Incident type** | **Cause** | **Response for eliminating the failure** | **Measures for avoiding failures** |
| Data leakage | Malware | Investigate the loopholes |  |
|  |  |  |  |
|  |  |  |  |
| **Description of measures for availability improvement:** | | New security measures will be implemented | |

**Service Downtime**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service** | **Details** | **Agreed service hours** | **Downtime** | **Availability** |
| Automated Email facility | The automated email facility is available 24/7 365 days | 6000 | 600 hours | 98% |
| Chat support | An automated chat support facility is available 24/7 | 8000 | 20 hours | 99% |
|  |  |  |  |  |

**Measuring and reporting service availability**

|  |  |  |
| --- | --- | --- |
| **Measurement of availability** | **Data on availability** | **Findings** |
| (What availability will you measure) | (How will you collect your data) | (Document and report your findings) |
|  |  |  |

**Downtime duration**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Device** | **From** | **To** | **Duration** | **Location** | **Status** | **Number of downtimes** | **Comments** |
| Service Desk ticket software | 14:45pm | 18:50pm | 4:05min | Sydney, Australia | Resolved | 1 |  |
|  |  |  |  |  |  |  |  |