

IM&T CAD Service Level Report 2006/7

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Totals YTD
Target Availability	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.60%	99.70%	99.80%	
Total hours in month	720	744	720	744	744	720	744	720	744	744	672	744	8760
CTAK Unplanned Disruption (hours)	0.00	1.75	0.75	0.75	6.50	0.58	0.00	0.00	0.00				10.33
CTAK Unplanned Disruption (minutes)	0.00	105.00	45.00	45.00	390.00	34.80	0.00	0.00	0.00				619.80
CTAK Service Uptime (unplanned) %	100.00%	99.76%	99.90%	99.90%	99.13%	99.92%	100.00%	100.00%	100.00%				99.32%
CTAK Planned Downtime (hours)	1.53	1.00	1.00	2.50	2.50	0.00	2.50	4.00	0.00				15.03
CTAK Planned Downtime (minutes)	91.80	60.00	60.00	150.00	150.00	0.00	150.00	240.00	0.00				901.8
CTAK Service Uptime inc plan/unplan disruptions %	99.79%	99.63%	99.76%	99.56%	98.79%	99.92%	99.66%	99.34%	99.40%				99.71%
Other Major Associated (unplanned) Disruption (hours)	0.00	0.00	0.00	7.00	0.00	4.16	38.50	4.75	4.50				49.66
Other Major Associated (unplanned) Disruption (minutes)	0.00	0.00	0.00	420.00	0.00	249.60	2310.00	285.00	270.00				669.60
Total Downtime (all disruptions ~ minutes)	91.80	165.00	105.00	615.00	540.00	284.40	2460.00	525.00	270.00				1801.20
CAD Overall Service Uptime (all disruptions) %	99.79%	99.63%	99.76%	98.62%	98.79%	99.34%	94.49%	98.78%	99.40%				99.14%
CTAK incidents created in period	106803	117096	117672	130824	106624	112888	119089	112943	122765				1046704
Incr/Decr in Inc from previous mth	0.00%	8.79%	0.49%	10.05%	-22.70%	5.55%	5.21%	-5.44%	8.00%				
Call-outs	3	4	2	4	6	13		8	7				44
													Total Disruption (hr) 75.02

