



Infrastructure
Availability & Capacity June 2010
Service Level vs. Service Catalogue



1. Summary

The following summary presents the observed availability and capacity for Applications and Infrastructure Services. The availability metrics are defined in the Global Business Services (GBS) catalogue. For capacity the report shows the percentage of time measured that capacity is below infrastructure defined thresholds.





Summary Columns

Ava. Metric	The availability metric reference specified in the GBS catalogue.
Ava. Target	The availability target for the metric.
Ava. Average	The average availability of the components on which the service depends.
Ava. !	Indicates whether the average availability is above or below the target.
Cap. Target	The capacity threshold defined by IS&T.
Cap. Average	The average capacity of the components on which the service depends.
Cap !	Indicates whether the average capacity exceeds the target.
Ava. Distribution & Cap. Distribution	These charts represent that health of components against the defined targets. Larger distribution charts indicate a greater number of components on which the service depends. When an Application or Infrastructure Service has more that 10 components the chart is scaled.

















Status Legend

-  the service Level observes is above the target
-  the target is breached







Distribution Chart Key

-  always above the target during the period
-  generally above the target
-  generally below the target
-  has always breached the target during the period











Global

Application or Infrastructure Service	Ava. Metric	Ava. Target	Ava. Average	Ava. !	Ava. Distribution	Cap. Target	Cap. Average	Cap. !	Cap. Distribution
Remote Access Services - Citrix Presentation Server	2.2.2	99.20%	100.00%	✓		90.00%	98.00%	✓	
Remote Access Services - Citrix Secure Gateway	2.2.2	99.20%	100.00%	✓		90.00%	100.00%	✓	
Remote Access Services - SRAS VPN	2.2.2	99.20%	100.00%	✓		90.00%	99.87%	✓	
File and Print Server	2.4.2	99.20%	100.00%	✓		90.00%	90.00%	✓	
Directory Services	2.4.3.d	97.80%	100.00%	✓		90.00%	74.43%	✗	
System Centre Configuration Manager	2.4.3.e	94.60%	99.39%	✓		90.00%	55.01%	✗	
Microsoft Exchange Mailbox	2.5.2	99.20%	94.85%	✗		90.00%	57.53%	✗	
Microsoft Exchange Outlook Web Access	2.5.2	99.20%	100.00%	✓		90.00%	98.00%	✓	







Customer 20

Application or Infrastructure Service	Ava. Metric	Ava. Target	Ava. Average	Ava. !	Ava. Distribution	Cap. Target	Cap. Average	Cap. !	Cap. Distribution
WAN - Regional Site	2.2.1.C	98.70%	98.77%	✓		90.00%	95.70%	✓	
Directory Services	2.4.3.d	97.80%	100.00%	✓		90.00%	98.92%	✓	
Microsoft Exchange Mailbox	2.5.2	99.20%	99.99%	✓		90.00%	95.87%	✓	



Customer 22







Application or Infrastructure Service	Ava. Metric	Ava. Target	Ava. Average	Ava. !	Ava. Distribution	Cap. Target	Cap. Average	Cap. !	Cap. Distribution
WAN - Regional Site	2.2.1.C	98.70%	100.00%	✓		90.00%	97.39%	✓	
File and Print Server	2.4.2	99.20%	99.88%	✓		90.00%	76.77%	✗	
Directory Services	2.4.3.d	97.80%	99.99%	✓		90.00%	59.07%	✗	
Microsoft Exchange Mailbox	2.5.2	99.20%	99.97%	✓		90.00%	40.93%	✗	
Mobile Messaging BlackBerry	2.5.2	99.20%	99.99%	✓		90.00%	48.07%	✗	

Customer 26







Application or Infrastructure Service	Ava. Metric	Ava. Target	Ava. Average	Ava. !	Ava. Distribution	Cap. Target	Cap. Average	Cap. !	Cap. Distribution
WAN - Regional Site	2.2.1.C	98.70%	100.00%	✓		90.00%	99.08%	✓	
Domain Controllers	2.4.3.d	97.80%	99.74%	✓		90.00%	99.95%	✓	
Local messaging Exchange servers	2.5.2	99.20%	99.93%	✓		90.00%	100.00%	✓	

Customer 28

Application or Infrastructure Service	Ava. Metric	Ava. Target	Ava. Average	Ava. !	Ava. Distribution	Cap. Target	Cap. Average	Cap. !	Cap. Distribution
WAN - Regional Site	2.2.1.C	98.70%	99.72%	✓		90.00%	98.37%	✓	

Application or Infrastructure Service	Ava. Metric	Ava. Target	Ava. Average	Ava. !	Ava. Distribution	Cap. Target	Cap. Average	Cap. !	Cap. Distribution
Directory Services	2.4.3.d	97.80%	100.00%	✓		90.00%	88.34%	✗	
Microsoft Exchange Hub Transport	2.5.2	99.20%	99.99%	✓		90.00%	92.40%	✓	
Microsoft Exchange Mailbox	2.5.2	99.20%	99.98%	✓		90.00%	74.97%	✗	

Customer 62

Application or Infrastructure Service	Ava. Metric	Ava. Target	Ava. Average	Ava. !	Ava. Distribution	Cap. Target	Cap. Average	Cap. !	Cap. Distribution
WAN - Regional Site	2.2.1.C	98.70%	100.00%	✓		90.00%	98.83%	✓	
Directory Services	2.4.3.d	97.80%	95.73%	✗		90.00%	90.82%	✓	
Microsoft Exchange Mailbox	2.5.2	99.20%	99.45%	✓		90.00%	72.83%	✗	

2. Components and Service Levels

Each line in the detailed section denotes a component or a measured service level for the Application or Infrastructure Service. Services Levels are established to represent a perspective of the service which is close to the users experience and as a result won't be impacted by failures in component which have redundancy. Services Level lines are indicated by shaded background.

Columns

Description	Name of the Application, Infrastructure Service or Component including the location and component name or function.
Ava. Target	The availability target for the metric
Ava. Value	The measured availability of the infrastructure service or components
Ava. !	Indicates whether the availability is above or below the target
Cap. Target	The capacity threshold defined by IS&T
Cap. Value	The percentage of time the resource or resources used by the component are within the agreed target
Cap. !	Indicates whether the average capacity exceeds the target

Status Key

- 1 Always above the target during the period
- 2 generally above the target
- 3 generally below the target
- 4 has always breached the target during the period

Distribution



This bullet chart shows how varied the daily results are in relation to the target

- The red line is the target value
- The end of the dark blue bullet is the monthly value achieved
- The right hand edge is always 100%.
- The background orange area indicates the 97th percentile values for the distribution

Daily



The bar chart represents daily values; the target is shown by the red line horizontal line.

Monthly



The bar chart represents monthly values against the target indicated by the red line horizontal line. Thirteen months are shown

Global

Description	Ava. target	Ava. Value	Ava. !	Ava. Daily	Ava. Monthly	Cap. Target	Cap. Value	Cap. !	Cap. Daily	Cap. Monthly
Remote Access Services (2.2.2)										
Service or Component Description 561	99.20%	100.00%	1			90.00%	98.00%	1		
Service or Component Description 783	99.20%	100.00%	1			90.00%	100.00%	1		
Service or Component Description 727	99.20%	100.00%	1			90.00%	99.87%	1		
File & Print Service (2.4.2)										
Service or Component Description 368	99.20%	100.00%	1			90.00%	90.00%	2		
Hosting Servers - Level 5 (2.4.3.d)										
Service or Component Description 191	97.80%	100.00%	1			90.00%	71.83%	3		
Service or Component Description 28	97.80%	100.00%	1			90.00%	51.77%	4		
Service or Component Description 693	97.80%	100.00%	1			90.00%	99.70%	1		
Hosting Servers - Level 6 (2.4.3.e)										
Service or Component Description 162	94.60%	100.00%	1			90.00%	44.50%	3		
Service or Component Description 176	94.60%	100.00%	1			90.00%	63.52%	3		

Description	Ava. target	Ava. Value	Ava. !	Ava. Daily	Ava. Monthly	Cap. Target	Cap. Value	Cap. !	Cap. Daily	Cap. Monthly
Service or Component Description 180	94.60%	99.96%	1			90.00%	66.07%	3		
Service or Component Description 188	94.60%	100.00%	1			90.00%	67.60%	3		
Service or Component Description 249	94.60%	99.99%	1			90.00%	71.17%	3		
Service or Component Description 44	94.60%	99.99%	1			90.00%	42.87%	4		
Service or Component Description 66	94.60%	99.98%	1			90.00%	29.37%	4		
Messaging Systems (2.5.2)										
Service or Component Description 70	99.20%	99.99%	1			90.00%	57.53%	4		
Service or Component Description 561	99.20%	100.00%	1			90.00%	98.00%	1		

Customer 20

Description	Ava. target	Ava. Value	Ava. !	Ava. Daily	Ava. Monthly	Cap. Target	Cap. Value	Cap. !	Cap. Daily	Cap. Monthly
Wide Area Networks - Level C (2.2.1.C)										
Service or Component Description 448	98.70%	98.77%	2			95.00%	95.70%	2		
Hosting Servers - Level 5 (2.4.3.d)										
Service or Component Description 558	97.80%	100.00%	1			90.00%	97.93%	1		
Service or Component Description 574	97.80%	100.00%	1			90.00%	98.27%	1		
Service or Component Description 614	97.80%	100.00%	1			90.00%	98.83%	1		
Service or Component Description 668	97.80%	100.00%	1			90.00%	99.57%	1		
Service or Component Description 783	97.80%	100.00%	1			90.00%	100.00%	1		
Messaging Systems (2.5.2)										
Service or Component Description 464	99.20%	99.99%	1			90.00%	95.87%	2		

Customer 22

Description	Ava. target	Ava. Value	Ava. !	Ava. Daily	Ava. Monthly	Cap. Target	Cap. Value	Cap. !	Cap. Daily	Cap. Monthly
Wide Area Networks - Level C (2.2.1.C)										

Description	Ava. target	Ava. Value	Ava. !	Ava. Daily	Ava. Monthly	Cap. Target	Cap. Value	Cap. !	Cap. Daily	Cap. Monthly
Service or Component Description 537	98.70%	100.00%	1			95.00%	97.39%	2		

File & Print Service (2.4.2)

Service or Component Description 110	99.20%	99.87%	2			90.00%	66.35%	4		
Service or Component Description 209	99.20%	99.79%	2			90.00%	67.57%	3		
Service or Component Description 211	99.20%	99.86%	2			90.00%	73.15%	3		
Service or Component Description 783	99.20%	100.00%	1			90.00%	100.00%	1		

Hosting Servers - Level 5 (2.4.3.d)

Service or Component Description 43	97.80%	99.99%	1			90.00%	59.07%	4		
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Messaging Systems (2.5.2)

Service or Component Description 14	99.20%	99.97%	1			90.00%	40.93%	4		
Service or Component Description 35	99.20%	99.99%	1			90.00%	48.07%	4		

Customer 26

Description	Ava. target	Ava. Value	Ava. !	Ava. Daily	Ava. Monthly	Cap. Target	Cap. Value	Cap. !	Cap. Daily	Cap. Monthly
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Wide Area Networks - Level C (2.2.1.C)

Description	Ava. target	Ava. Value	Ava. !	Ava. Daily	Ava. Monthly	Cap. Target	Cap. Value	Cap. !	Cap. Daily	Cap. Monthly
Service or Component Description 625	98.70%	100.00%	1			95.00%	99.08%	1		

File & Print Service (2.4.2)

Service or Component Description 380	99.20%	99.99%	1			90.00%	92.90%	2		
Service or Component Description 643	99.20%	99.99%	1			90.00%	99.50%	1		

Hosting Servers - Level 5 (2.4.3.d)

Service or Component Description 331	97.80%	99.99%	1			90.00%	85.48%	3		
Service or Component Description 549	97.80%	99.92%	1			90.00%	98.03%	2		

Customer 28

Description	Ava. target	Ava. Value	Ava. !	Ava. Daily	Ava. Monthly	Cap. Target	Cap. Value	Cap. !	Cap. Daily	Cap. Monthly
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Wide Area Networks - Level C (2.2.1.C)

Service or Component Description 478	98.70%	99.72%	2			95.00%	98.37%	1		
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Hosting Servers - Level 5 (2.4.3.d)

Service or Component Description 252	97.80%	100.00%	1			90.00%	81.70%	3		
Service or Component Description 280	97.80%	100.00%	1			90.00%	85.67%	3		

Description	Ava. target	Ava. Value	Ava. !	Ava. Daily	Ava. Monthly	Cap. Target	Cap. Value	Cap. !	Cap. Daily	Cap. Monthly
Service or Component Description 539	97.80%	100.00%	1			90.00%	97.67%	1		

Messaging Systems (2.5.2)

Service or Component Description 396	99.20%	99.99%	1			90.00%	92.40%	2		
Service or Component Description 171	99.20%	99.98%	1			90.00%	74.97%	3		

Customer 62

Description	Ava. target	Ava. Value	Ava. !	Ava. Daily	Ava. Monthly	Cap. Target	Cap. Value	Cap. !	Cap. Daily	Cap. Monthly
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Wide Area Networks - Level C (2.2.1.C)

Service or Component Description 543	98.70%	100.00%	1			95.00%	97.61%	2		
Service or Component Description 622	98.70%	100.00%	1			95.00%	98.92%	1		
Service or Component Description 629	98.70%	100.00%	1			95.00%	99.34%	2		
Service or Component Description 669	98.70%	100.00%	1			95.00%	99.46%	1		

Hosting Servers - Level 5 (2.4.3.d)

Service or Component Description 172	97.80%	100.00%	1			90.00%	77.17%	3		
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Description	Ava. target	Ava. Value	Ava. !	Ava. Daily	Ava. Monthly	Cap. Target	Cap. Value	Cap. !	Cap. Daily	Cap. Monthly
Service or Component Description 401	97.80%	82.91%	3			90.00%	93.00%	2		
Service or Component Description 428	97.80%	100.00%	1			90.00%	94.20%	2		
Service or Component Description 589	97.80%	100.00%	1			90.00%	98.90%	1		
Messaging Systems (2.5.2)										
Service or Component Description 197	99.20%	99.45%	2			90.00%	72.83%	3		