

## ERP Business SLA

### Name : Business Service and SLA Details - ERP System

Time Span: From 15 Mar, 2019 12:00:00 AM To 15 Mar, 2019 11:59:59 PM

Name	Value
Business Service	ERP System
Target (%)	99.0
Start Date	15 Mar, 2019 12:00:00 AM
Modified Date	15 Mar, 2019 12:56:28 PM
Type	Daily
Status	Enable
Business Hour	24x7
Target Achieved (%)	42.78976
Total Monitoring Time	11 Hour(s),3 Minute(s)
Elapsed Time	1 Hour(s),49 Minute(s)
Remaining Time	9 Hour(s),14 Minute(s)
Compliance Time	45 Minute(s)
Violation Time	1 Hour(s)
Time In Compliance	10 Hour(s),11 Minute(s)
Time In Violation	0 Minute(s)
Compliance Period	From 15 Mar, 2019 12:00:00 AM To 15 Mar, 2019 11:59:59 PM
SLA State	Critical

### Name : Business Service KPI Status - ERP System

Time Span: From 15 Mar, 2019 12:00:00 AM To 15 Mar, 2019 11:59:59 PM

Business Service	KPI	Monitor	Target (%)	Target Achieved (%)	Clear Duration	Critical Duration
ERP System	MSSQL Database Status	172.16.10.122-master ( 172.16.10.122 )	99.0	0	0 Minute(s)	1 Hour(s),24 Minute(s)
ERP System	Router Status	172.16.10.45	99.0	0	0 Minute(s)	1 Hour(s),41 Minute(s)
ERP System	Apache HTTP Status	172.16.10.54	99.0	100	1 Hour(s),42 Minute(s)	0 Minute(s)
ERP System	Active Directory Status	172.16.10.12	99.0	100	1 Hour(s),29 Minute(s)	0 Minute(s)
ERP System	Firewall Status	172.16.10.1 ( 172.16.10.1000 - 172.16.10.1 )	99.0	0	0 Minute(s)	1 Hour(s),33 Minute(s)
ERP System	Linux (SNMP) Status	172.16.10.134	99.0	100	1 Hour(s),32 Minute(s)	0 Minute(s)

### Name : Business SLA Compliance Status - ERP System

Time Span: From 15 Mar, 2019 12:00:00 AM To 15 Mar, 2019 11:59:59 PM

Timeline	Percentage	Severity
00:00 To 00:59	Not Calculated	Unknown
01:00 To 01:59	Not Calculated	Unknown
02:00 To 02:59	Not Calculated	Unknown
03:00 To 03:59	Not Calculated	Unknown

Timeline	Percentage	Severity
04:00 To 04:59	Not Calculated	Unknown
05:00 To 05:59	Not Calculated	Unknown
06:00 To 06:59	Not Calculated	Unknown
07:00 To 07:59	Not Calculated	Unknown
08:00 To 08:59	Not Calculated	Unknown
09:00 To 09:59	Not Calculated	Unknown
10:00 To 10:59	Not Calculated	Unknown
11:00 To 11:59	Not Calculated	Unknown
12:00 To 12:59	59.80436%	Critical
13:00 To 13:59	42.50292%	Critical
14:00 To 14:59	40.06005%	Critical
15:00 To 15:59	Not Calculated	Unknown
16:00 To 16:59	Not Calculated	Unknown
17:00 To 17:59	Not Calculated	Unknown
18:00 To 18:59	Not Calculated	Unknown
19:00 To 19:59	Not Calculated	Unknown
20:00 To 20:59	Not Calculated	Unknown
21:00 To 21:59	Not Calculated	Unknown
22:00 To 22:59	Not Calculated	Unknown
23:00 To 23:59	Not Calculated	Unknown