



# Service og SLA rapport for Gruppen

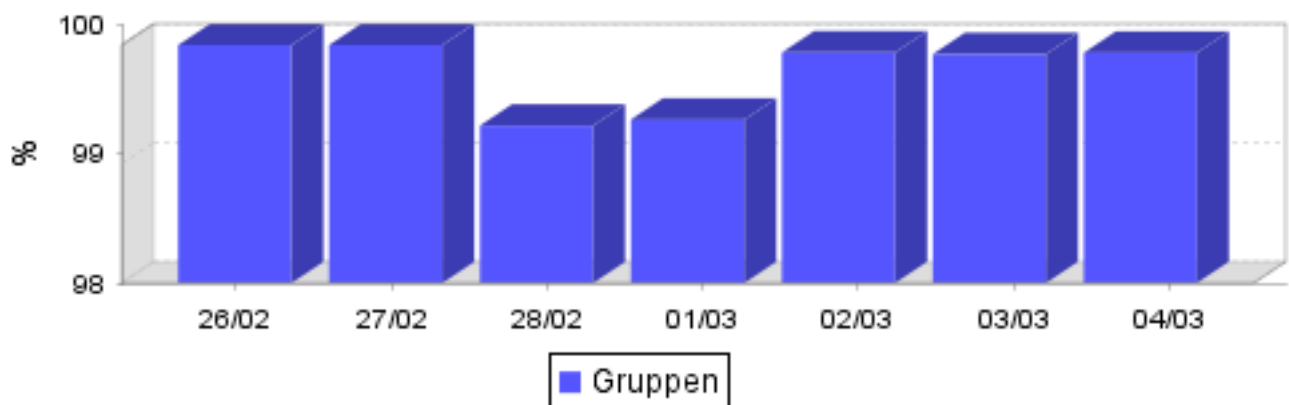
08.03.2018 12:29  
Timezone: Europe/Oslo

**26.02.2018 - 04.03.2018**

## Service Overview

Service	Daily Aggregates	Downtime	Percentage
Gruppen		21 Minutes 43 Seconds	99,67%

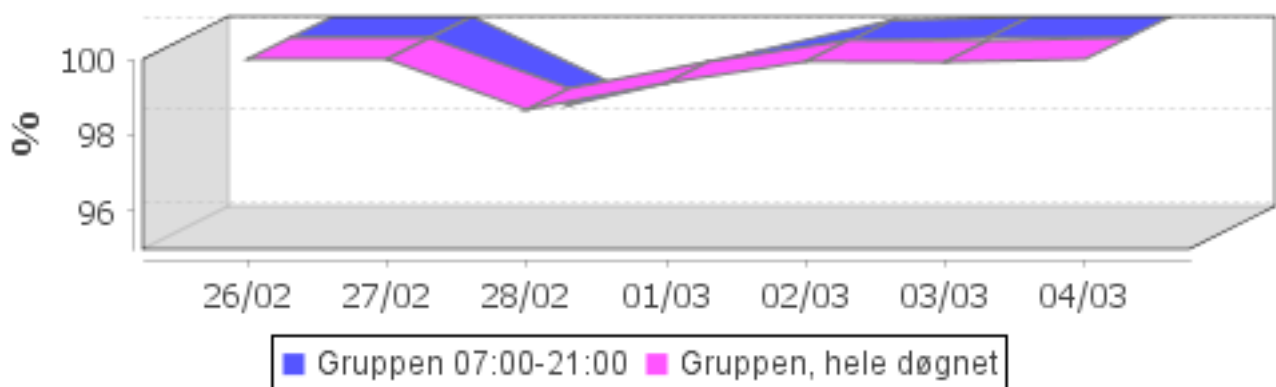
## Service Overview Chart



## SLA Overview

name	Account	Period	Goal	Actual		Type
Gruppen 07:00-21:00	Demo	8 mar - 9 mar	99,0%	100,0%		Day
Gruppen, hele døgnet	Demo	8 mar - 9 mar	97,5%	100,0%		Day

## Historic SLA Overview





## Gruppen

**99,67%**

Account: Demo  
Responsible Team: Demo\_team

Downtime: 00:21:43, Breaches: 20

### Service Operating Period

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Full Day	Full Day	Full Day	Full Day	Full Day	Full Day	Full Day

### Root Cause Analysis

Service Model	26.02 - 04.03, 7 Days	Downtime
Gruppen		00:21:43

Service Element	Service Qualifier	26.02 - 04.03, 7 Days	Downtime
trumf.no			00:01:14
trumf.no	trumf.no		00:01:14
joker.no			00:08:49
joker.no	joker.no		00:01:50
norgesgruppen.no			00:02:02
norgesgruppen.no	norgesgruppen.no		00:02:02
jacobs.no			00:02:25
jacobs.no	jacobs.no		00:02:25
meny.no			00:08:16
meny.no	meny.no		00:08:16

### Service Breaches

Date	Breaches	Downtime
Wednesday, 28.02.2018	5	00:09:45
Thursday, 01.03.2018	7	00:09:02
Friday, 02.03.2018	3	00:00:54
Saturday, 03.03.2018	2	00:01:06
Sunday, 04.03.2018	3	00:00:56

### Current SLA Summary

Name	Period	Indicator	Percentage	Threshold	Type
Gruppen 07:00-21:00	8 mar - 9 mar	OK	100,0%	99,0%	Day
Gruppen, hele døgnet	8 mar - 9 mar	OK	100,0%	97,5%	Day



## Gruppen, hele døgnet

Service: Gruppen  
 Account: Demo  
 Responsible Team: Demo\_team  
 Description:  
 SLA Norgesgruppen, hele døgnet

**100,0%**

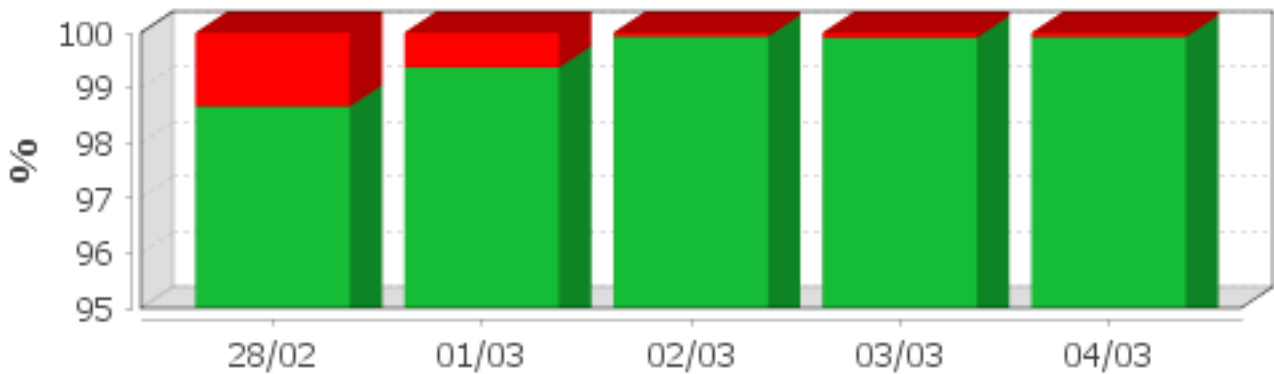
Compliance: 97,5%

Period: Day

### Service Operating Period

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Full Day	Full Day	Full Day	Full Day	Full Day	Full Day	Full Day

### Historic SLA Overview



### Historic SLA Overview

name	Period	Goal	Actual		Type
Gruppen, hele døgnet	4 mar - 5 mar	97,5%	99,9%	●	Day
Gruppen, hele døgnet	3 mar - 4 mar	97,5%	99,9%	●	Day
Gruppen, hele døgnet	2 mar - 3 mar	97,5%	99,9%	●	Day
Gruppen, hele døgnet	1 mar - 2 mar	97,5%	99,4%	●	Day
Gruppen, hele døgnet	28 feb - 1 mar	97,5%	98,7%	●	Day

### ServiceLog Entries

Time	Description
28.02.2018 11:47	The service qualifier 'URL page fetch time' is down, value Connection error. Involving asset: norgesgruppen.no, target: www.norgesgruppen.no.
28.02.2018 11:47	An error is noted on the service qualifier 'URL page fetch time', service element '[norgesgruppen.no]', service model: '[Norgesgruppen]' for asset: 'norgesgruppen.no'
28.02.2018 13:27	The service qualifier 'URL page fetch time' is down, value Configuration error. Involving asset: jacobs.no, target: www.jacobs.no.
28.02.2018 13:27	An error is noted on the service qualifier 'URL page fetch time', service element '[jacobs.no]', service model: '[Norgesgruppen]' for asset: 'jacobs.no'
28.02.2018 14:11	An error is noted on the service qualifier 'URL page fetch time', service element '[meny.no]', service model: '[Norgesgruppen]' for asset: 'meny.no'
28.02.2018 14:11	The service qualifier 'URL page fetch time' is down, value Connection timeout. Involving asset: meny.no, target: www.meny.no.
01.03.2018 13:01	An error is noted on the service qualifier 'URL page fetch time', service element '[joker.no]', service model: '[Norgesgruppen]' for asset: 'joker.no'



Time	Description
01.03.2018 13:01	The service qualifier 'URL page fetch time' is down, value Connection timeout. Involving asset: joker.no, target: www.joker.no.
01.03.2018 13:46	An error is noted on the service qualifier 'URL page fetch time', service element '[trumf.no]', service model: '[Norgesgruppen]' for asset: 'trumf.no'
01.03.2018 13:46	The service qualifier 'URL page fetch time' is down, value Connection timeout. Involving asset: trumf.no, target: www.trumf.no.
01.03.2018 13:51	The service qualifier 'URL page fetch time' is down, value Connection timeout. Involving asset: jacobs.no, target: www.jacobs.no.
01.03.2018 22:02	The service qualifier 'URL page fetch time' is down, value Error. Involving asset: meny.no, target: www.meny.no.
01.03.2018 23:02	The service qualifier 'URL page fetch time' is down, value Error. Involving asset: trumf.no, target: www.trumf.no.
01.03.2018 23:02	The service qualifier 'URL page fetch time' is down, value Error. Involving asset: joker.no, target: www.joker.no.
01.03.2018 23:02	The service qualifier 'URL page fetch time' is down, value Error. Involving asset: jacobs.no, target: www.jacobs.no.
02.03.2018 09:37	The service qualifier 'URL page fetch time' is down, value 5307 [ <= 5000]. Involving asset: joker.no, target: www.joker.no.
02.03.2018 09:52	The service qualifier 'URL page fetch time' is down, value 7230 [ <= 5000]. Involving asset: jacobs.no, target: www.jacobs.no.
02.03.2018 10:58	The service qualifier 'URL page fetch time' is down, value 6146 [ <= 5000]. Involving asset: joker.no, target: www.joker.no.
03.03.2018 06:49	The service qualifier 'meny.no' is down, value 15205 [ <= 5000]. Involving asset: meny.no, target: www.meny.no.
03.03.2018 22:54	The service qualifier 'jacobs.no' is down, value 28141 [ <= 5000]. Involving asset: jacobs.no, target: www.jacobs.no.
04.03.2018 02:39	The service qualifier 'meny.no' is down, value 5311 [ <= 5000]. Involving asset: meny.no, target: www.meny.no.
04.03.2018 09:34	The service qualifier 'norgesgruppen.no' is down, value 8646 [ <= 5000]. Involving asset: norgesgruppen.no, target: www.norgesgruppen.no.
04.03.2018 09:44	The service qualifier 'norgesgruppen.no' is down, value 8796 [ <= 5000]. Involving asset: norgesgruppen.no, target: www.norgesgruppen.no.



## Gruppen 07:00-21:00

Service: Gruppen  
 Account: Demo  
 Responsible Team: Demo\_team  
 Description:  
 SLA, tidsrom 07:00-21:00

**100,0%**

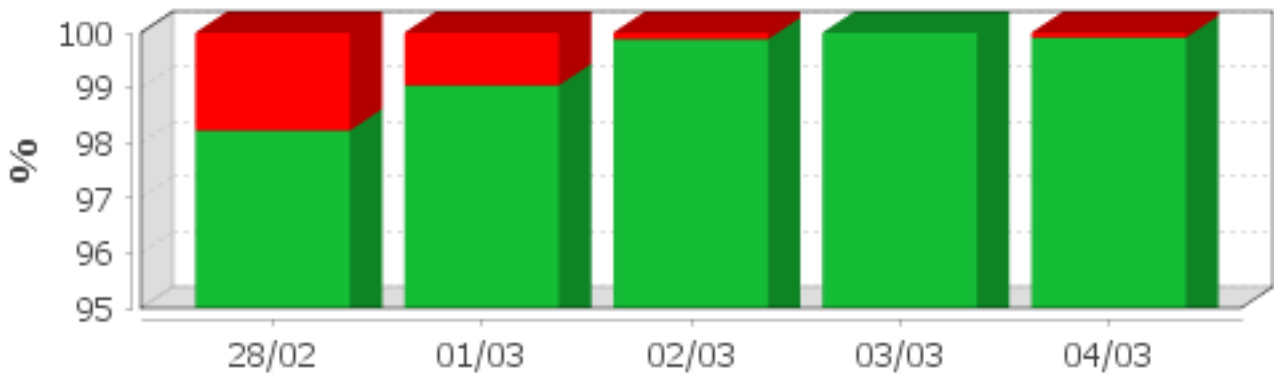
Compliance: 99,0%

Period: Day

### Service Operating Period

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
07:00 - 21:00	07:00 - 21:00	07:00 - 21:00	07:00 - 21:00	07:00 - 21:00	07:00 - 21:00	07:00 - 21:00

### Historic SLA Overview



### Historic SLA Overview

name	Period	Goal	Actual		Type
Gruppen 07:00-21:00	4 mar - 5 mar	99,0%	99,9%	●	Day
Gruppen 07:00-21:00	3 mar - 4 mar	99,0%	100,0%	●	Day
Gruppen 07:00-21:00	2 mar - 3 mar	99,0%	99,9%	●	Day
Gruppen 07:00-21:00	1 mar - 2 mar	99,0%	99,1%	●	Day
Gruppen 07:00-21:00	28 feb - 1 mar	99,0%	98,2%	●	Day

### ServiceLog Entries

Time	Description
28.02.2018 11:47	The service qualifier 'URL page fetch time' is down, value Connection error. Involving asset: norgesgruppen.no, target: www.norgesgruppen.no.
28.02.2018 11:47	An error is noted on the service qualifier 'URL page fetch time', service element '[norgesgruppen.no]', service model: '[Norgesgruppen]' for asset: 'norgesgruppen.no'
28.02.2018 13:27	The service qualifier 'URL page fetch time' is down, value Configuration error. Involving asset: jacobs.no, target: www.jacobs.no.
28.02.2018 13:27	An error is noted on the service qualifier 'URL page fetch time', service element '[jacobs.no]', service model: '[Norgesgruppen]' for asset: 'jacobs.no'
28.02.2018 14:11	An error is noted on the service qualifier 'URL page fetch time', service element '[meny.no]', service model: '[Norgesgruppen]' for asset: 'meny.no'
28.02.2018 14:11	The service qualifier 'URL page fetch time' is down, value Connection timeout. Involving asset: meny.no, target: www.meny.no.
01.03.2018 13:01	An error is noted on the service qualifier 'URL page fetch time', service element '[joker.no]', service model: '[Norgesgruppen]' for asset: 'joker.no'



Time	Description
01.03.2018 13:01	The service qualifier 'URL page fetch time' is down, value Connection timeout. Involving asset: joker.no, target: www.joker.no.
01.03.2018 13:46	An error is noted on the service qualifier 'URL page fetch time', service element '[trumf.no]', service model: '[Norgesgruppen]' for asset: 'trumf.no'
01.03.2018 13:46	The service qualifier 'URL page fetch time' is down, value Connection timeout. Involving asset: trumf.no, target: www.trumf.no.
01.03.2018 13:51	The service qualifier 'URL page fetch time' is down, value Connection timeout. Involving asset: jacobs.no, target: www.jacobs.no.
02.03.2018 09:37	The service qualifier 'URL page fetch time' is down, value 5307 [ <= 5000]. Involving asset: joker.no, target: www.joker.no.
02.03.2018 09:52	The service qualifier 'URL page fetch time' is down, value 7230 [ <= 5000]. Involving asset: jacobs.no, target: www.jacobs.no.
02.03.2018 10:58	The service qualifier 'URL page fetch time' is down, value 6146 [ <= 5000]. Involving asset: joker.no, target: www.joker.no.
04.03.2018 09:34	The service qualifier 'norgesgruppen.no' is down, value 8646 [ <= 5000]. Involving asset: norgesgruppen.no, target: www.norgesgruppen.no.
04.03.2018 09:44	The service qualifier 'norgesgruppen.no' is down, value 8796 [ <= 5000]. Involving asset: norgesgruppen.no, target: www.norgesgruppen.no.

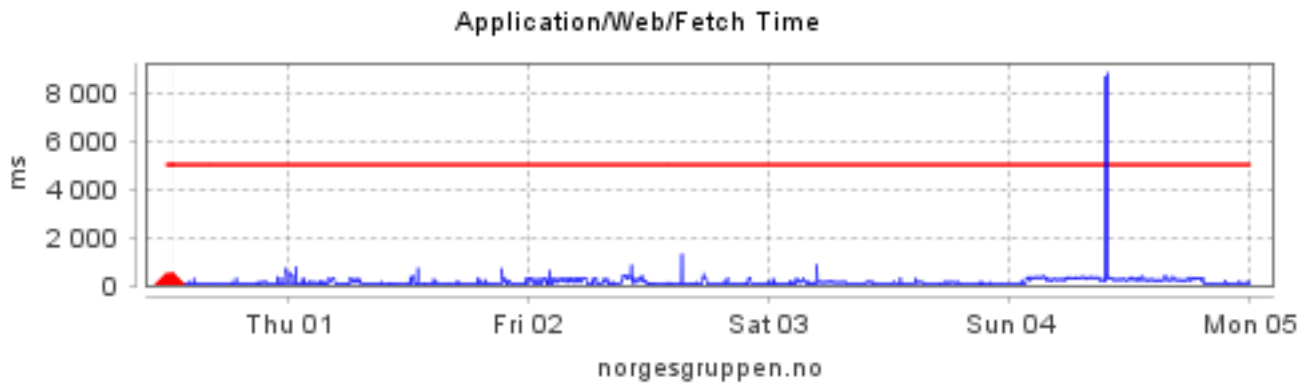


## Svartider for de individuelle butikkene (URL'ene)

### norgesgruppen.no

Asset Targets: www.norgesgruppen.no  
 Asset Groups:  
 Description:

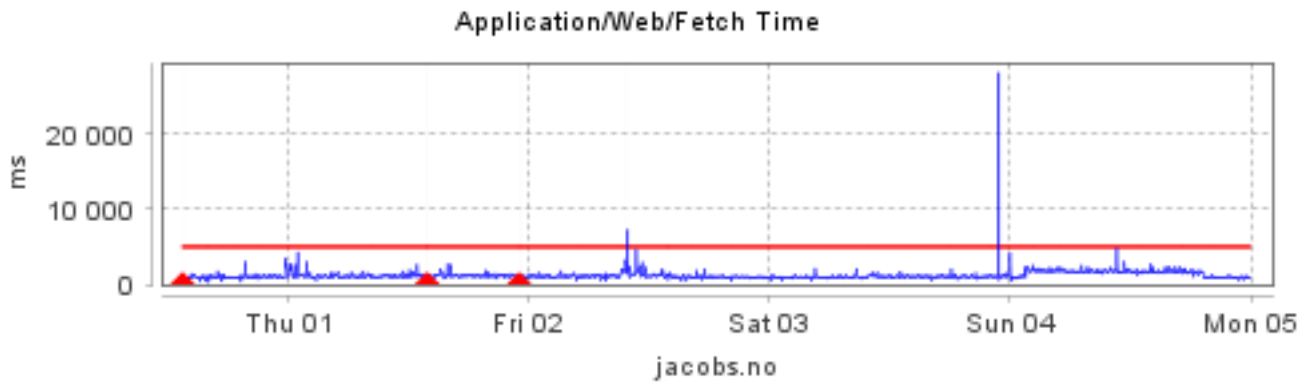
#### Asset Metrics



### jacobs.no

Asset Targets: www.jacobs.no  
 Asset Groups:  
 Description:

#### Asset Metrics

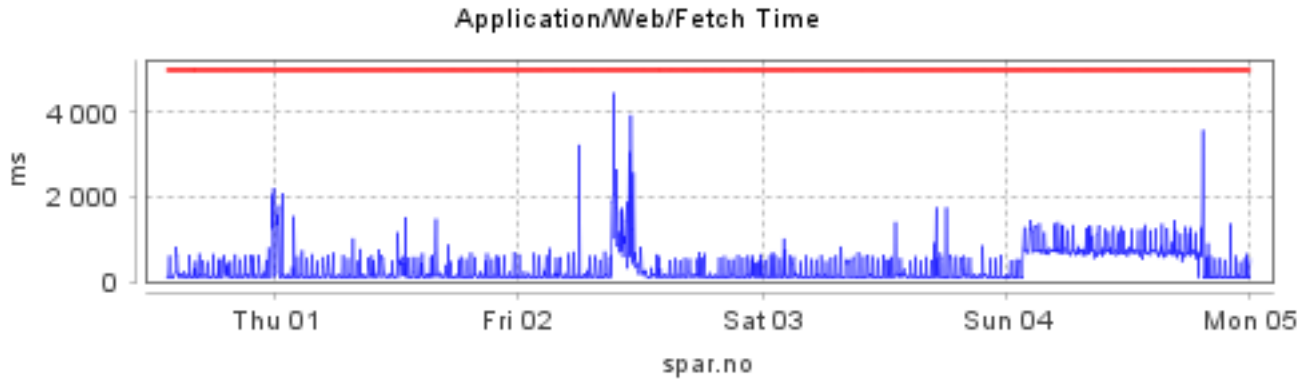


### spar.no

Asset Targets: www.spar.no  
 Asset Groups:  
 Description:



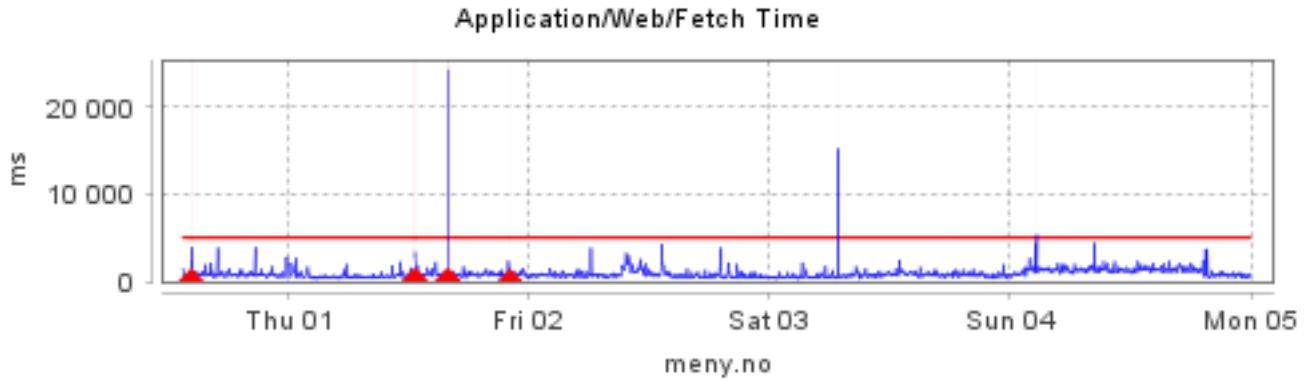
Asset Metrics



**meny.no**

Asset Targets: www.meny.no  
 Asset Groups:  
 Description:

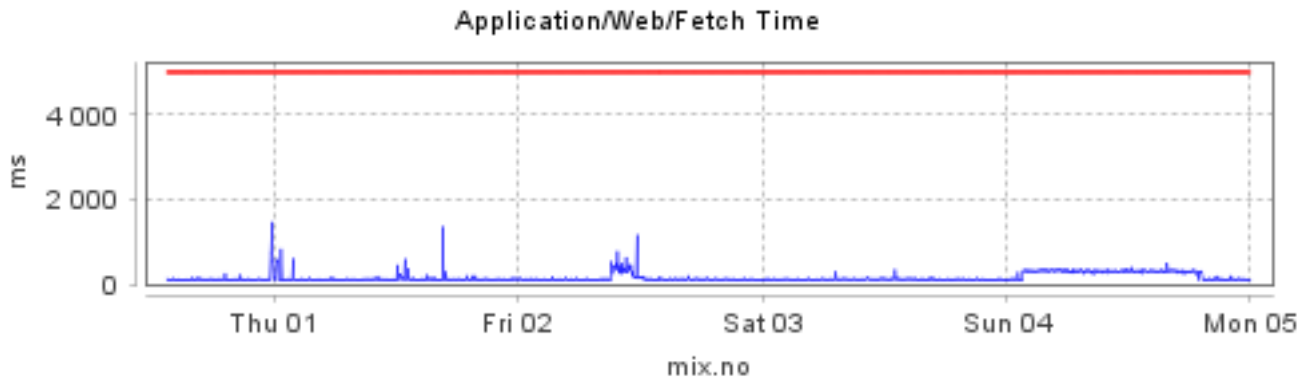
Asset Metrics



**mix.no**

Asset Targets: www.mix.no  
 Asset Groups:  
 Description:

Asset Metrics







## trumf.no

Asset Targets: www.trumf.no

Asset Groups:

Description:

### Asset Metrics

