HEC Customer Dashboard
03 – IT Calendar

March 2017
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT CALENDAR</td>
<td>3</td>
</tr>
<tr>
<td>MONTHLY VIEW</td>
<td>4</td>
</tr>
<tr>
<td>DOWNTIMES IN DETAIL</td>
<td>5</td>
</tr>
</tbody>
</table>
IT CALENDAR

Figure 1: IT Calendar - Planned downtimes of the current day

The IT Calendar provides an overview on planned downtimes today and in the future. It also shows downtimes occurred in the past. This is especially interesting if unplanned downtimes have occurred.

The tile on the launchpad reports the planned downtimes for today.

Downtimes / IT events are visible for the last 12 calendar months. Future planned downtimes will be visible for the upcoming 12 calendar months.

Calendar information is updated daily. Dates and times are displayed in server time (UTC)

Downtimes do not become visible immediately after they have occurred. A review and confirmation process ensures accuracy of the data displayed.
MONTHLY VIEW

![Calendar Image](image)

*Figure 2: IT-Calendar - Overview per month*

1. Toggle between monthly and yearly view of the calendar
2. One planned downtime for that day (an unplanned downtime would be indicated textured red)
3. Multiple downtimes occurred that day – we cannot say from the color coding if it was all planned. Click on the item to drill down for more details
4. Legend of the color codes:

<table>
<thead>
<tr>
<th>Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Event</td>
<td>Nothing happened, nothing planned for the day</td>
</tr>
<tr>
<td>Planned</td>
<td>Event/Downtime planned/occurred for the day</td>
</tr>
<tr>
<td>Multiple</td>
<td>Multiple events are planned/occurred that day</td>
</tr>
<tr>
<td>Unplanned</td>
<td>Unplanned event/downtime occurred that day</td>
</tr>
</tbody>
</table>
DOWNTIMES IN DETAIL

1. **Start time** of the event in **UTC**–time zone format. UTC is server time zone
2. **End time** of the event in **UTC**-time zone format
3. **Start time** of the event in **local/user time zone**. This is to make it easier for the user to compare report data with potential own observations
4. **End time** of the event in **local/user time zone**. This is to make it easier for the user to compare report data with potential own observations
5. **Duration**: either planned or actual in case the event occurred in the past
6. **System ID**: ID of the affected systems
7. **System Type**: ABAP, HANADB, BOBJ etc.
8. **System Role**: Production, QA, Development etc.
9. **Downtime Type**: Planned vs. Unplanned
10. **Downtime Category**: High Level Reason for the downtime
11. **Sub Category**: Further information about the reason
12. **SLA Relevance**: Impact on Availability-SLA calculation yes/no

---

Figure 3: Downtimes per day

---

Figure 4: Sort/Filter/Group or Download

1. Sort/Filter or Group the line items
2. Download the list into a CSV-file for further processing in other applications