HEC Customer Dashboard
04 – Availability

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The availability application provides transparency on systems availability of the last calendar months. Its purpose is **not** to be a real-time availability monitoring tool.

Use case of the application is to support monthly availability retrospectives for the systems operated in SAP HEC. It is closely linked to the IT Calendar application.

The graphic on the tile shows the total number of SLA relevant systems and indicates the number of SLA violations of the **last calendar month (period)**.

The color coding of the bar chart changes to red in case there are violations. Date and time is displayed in UTC which is the server time but also in local user time.

Availability as well as downtime data about the systems managed, are updated in the reporting system on hourly bases.
SYSTEMS OVERVIEW

The split screen `<Systems Overview>` is divided into three main sections:

1. List of systems: systems with SLA violations are on top of the list
2. Bar chart: graphical representation of the SLA fulfillment during the last period
3. Table view: SLA fulfillment during the last period (it is possible to sort, filter and group the data or download it for further processing in a spreadsheet application)

Each system in the systems list is represented by a tile which provides the following information:

- System ID and System Type: XYZ of type ABAP
- Availability SLA of the system: Mainly 99.5% for Prod and 95% for Dev and QA systems (contract dependent)
- Availability of the last month: 100% in this example
- Number of months meeting or exceeding the SLA: 12 months in this example
Figure 4: Graphical representation of System Availability in the last period

The graphical representation provides an overview on Availability SLA fulfillment of the last period for all SLA relevant systems managed by SAP HEC.

1. SID – System ID
2. SLA for the relevant systems

Figure 5: System Availability - Table View

The table view shows similar information in a comprehensive way with download capabilities:

1. System ID
2. System Type
3. System Role
4. Availability of the system in the last period
5. Contractually agreed Availability SLA of the system
6. # of months exceeding the SLA
7. # of months violating the SLA
DRILLDOWN: SYSTEM AVAILABILITY PER MONTH

Click with the mouse on the left-hand side of the split screen on a specific system to get a 12 months’ overview on Availability SLA fulfillment:

The upcoming split screen consists of the navigation view on the left-hand side with a tile for each month (12-month time frame) and the main view with header and bar chart for each month of the selected system.

Figure 6: Drilldown on monthly view per system

Figure 7: Availability SLA Fulfillment on a monthly view
1. The current month is on top of the navigation view. Each month is represented by a tile. The tile contains information about month and year, the SLA fulfillment and the SLA agreed upon.

2. The header section of the main view consists of the System ID and System type, the applicable SLA, symbols to toggle between bar chart and table view and a link to the IT calendar which provides detailed information about IT events occurred throughout the 12 months.

3. The bar chart is a graphical representation of the SLA fulfillment. It starts with the current month. The dotted red line indicates the agreed SLA for the system selected.

**DRILLDOWN: SYSTEM AVAILABILITY PER DAY**

![Figure 8: Drill down on daily view](image)

Click on the month tile in the navigation view of the split screen to drill down on a per day view of the month selected.

The design of the screen is like the previous screens. The header section contains information about month and year selected, availability of the system and agreed SLA. Buttons (1) to toggle between graphical representation and table view as well as IT events occurred are available, too.

The availability per day (2) is visualized in chronological order from left to right. The dotted red line indicates the availability SLA for the system in consideration.

**Please note:** once the availability percentage has been reduced due to an IT event, the availability bar remains below 100% for the remaining days of the month/period. It does not go up again the next day.