



Movie Booker

Service Level Agreement Monthly Report

30 April 2013

| Incident | Summary | Raised | Resolved | Duration |
|----------|--|-----------------------|-----------------------|-----------|
| MBS-13 | Unable to retrieve daily financial report | 14-4-2013 02:47 PM | 14-4-2013 03:04 PM | 0.3 hours |
| MBS-14 | Payments being rejected | 20-4-2013 09:47 AM | 20-4-2013 03:07 PM | 5.3 hours |
| MBS-15 | Cannot retrieve daily financial report | 21-4-2013 02:47 PM | 21-4-2013 04:59 PM | 2.3 hours |
| MBS-16 | Server installation failed | 22-4-2013 09:47 AM | 22-4-2013 11:07 AM | 1.3 hours |
| MBS-17 | Unable to access booking page | 22-4-2013 11:15 AM | 22-4-2013 11:32 PM | 0.3 hours |
| MBS-18 | Warnings in server logs | 22-4-2013 12:05 PM | 22-4-2013 1:10 PM | 1.1 hours |
| MBS-19 | Server failed to restart after power failure | 28-4-2013 02:47 AM | 28-4-2013 04:22 AM | 1.7 hours |
| MBS-20 | Warnings in server logs | 28-4-2013 10:13 AM | 28-4-2013 10:43 PM | 0.5 hours |
| MBS-21 | Warnings in server logs | 28-4-2013 02:14 PM | 28-4-2013 04:15 PM | 2 hours |