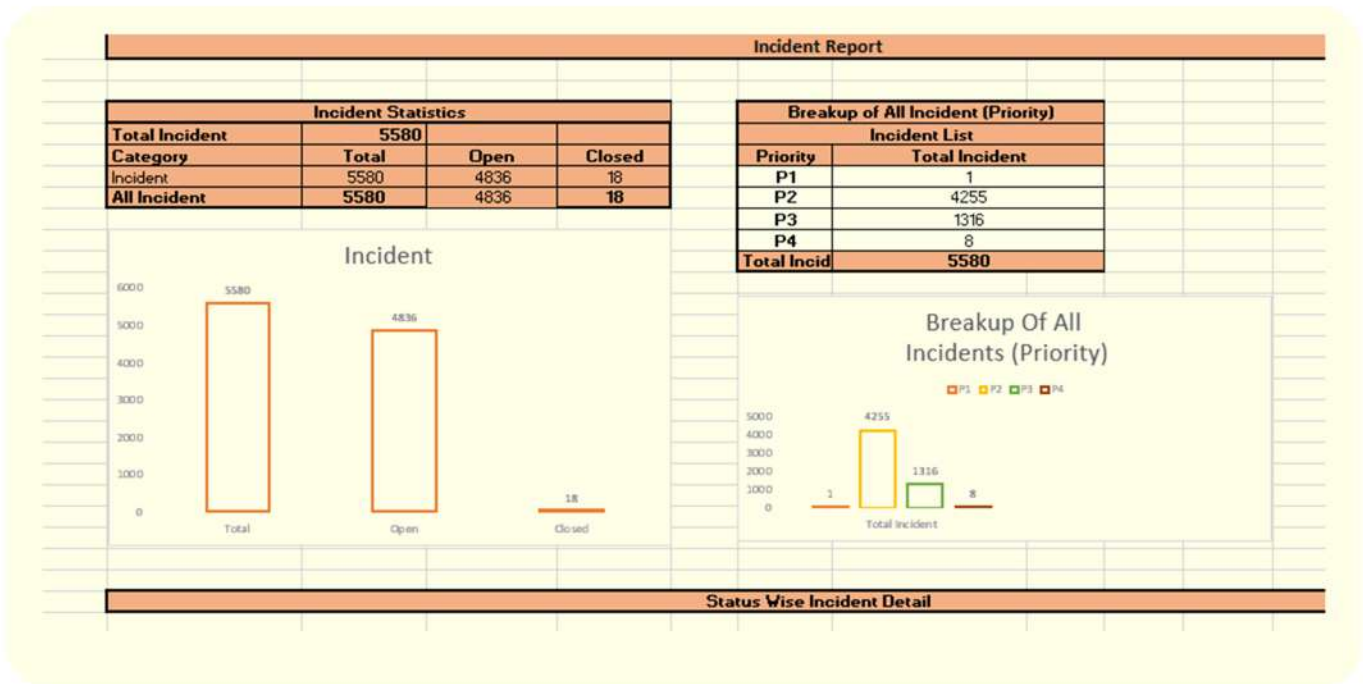


Custom Report from SMAX Incidents



Incident SLA Summary Report

Incident SLA Summary Report - Resolution

From : 2023-04-01 00:00:00

To : 2023-04-10 23:59:59

Priority	Total Tickets	SLA Breached	SLA Not Breached	SLA %	SLA Target	SLA Status
High	20784	10553	10231	49.23%	95%	Not Met
Low	1	1	0	0.00%	95%	Not Met

Incident Response Time Report - Acknowledgement

From : 2023-04-01 00:00:00

To : 2023-04-10 23:59:59

ID	Status	Priority	Start Time	Acknowledge ment Time	Target Duration (Min)	Acknowledge ment Duration
949996	Not Breached	High	2023-04-01 00:05:04	2023-04-01 00:05:06	30	00:00:02
950234	Breached	High	2023-04-01 00:04:55		30	
950237	Breached	High	2023-04-01 00:04:56		30	
950240	Breached	High	2023-04-01 00:04:57		30	
950243	Breached	High	2023-04-01 00:04:57		30	
950246	Breached	High	2023-04-01 00:04:57		30	
950249	Breached	High	2023-04-01 00:04:58		30	
950252	Breached	High	2023-04-01 00:04:58		30	
950255	Breached	High	2023-04-01 00:04:59		30	
950258	Breached	High	2023-04-01 00:04:59		30	

Penalty Calculation Report

Node FQDN	IP Address	AvailablePercentage	Uptime Hours	Downtime Hours	Planned Downtime Hours	SLA Target	SLA Met	Penalty	Invoice Amount
From:	2024-06-03 00:00:00								
To:	2024-06-09 23:59:59								
cl-d-ger-db2	192.168.122.1;172.17.30.163	100	168 Hours 0 mins	0 Hours 0 mins	0 Hours 0 mins	99.741	Yes	0	1400000
vconnector08	10.10.16.69	100	168 Hours 0 mins	0 Hours 0 mins	0 Hours 0 mins	99.741	Yes	0	0
database03.gsoc.com	10.10.16.36	100	168 Hours 0 mins	0 Hours 0 mins	0 Hours 0 mins	99.741	Yes	0	0
cl-d-eguj-app2	172.16.30.125;192.168.122.1	100	168 Hours 0 mins	0 Hours 0 mins	0 Hours 0 mins	99.741	Yes	0	0
gsdc-cssrv01.gujarat.gov.in	172.17.28.205	100	168 Hours 0 mins	0 Hours 0 mins	0 Hours 0 mins	99.741	Yes	0	0
gswancaspectro2.gujarat.gov.in	172.18.101.172	100	168 Hours 0 mins	0 Hours 0 mins	0 Hours 0 mins	99.741	Yes	0	0
cl-d-rnb-web2	172.16.29.249	100	168 Hours 0 mins	0 Hours 0 mins	0 Hours 0 mins	99.741	Yes	0	0
cl-d-gwssb-db3	172.17.30.216;192.168.122.1	100	168 Hours 0 mins	0 Hours 0 mins	0 Hours 0 mins	99.741	Yes	0	0
gsdcobacollect03.gujarat.gov.in	192.168.122.1;172.18.103.184	100	168 Hours 0 mins	0 Hours 0 mins	0 Hours 0 mins	99.741	Yes	0	0
gsdcwsaawsr	10.3.1.84	100	168 Hours 0 mins	0 Hours 0 mins	0 Hours 0 mins	99.741	Yes	0	0
cl-d-gfnmsdev-app1	10.10.6.23;192.168.63.1	100	168 Hours 0 mins	0 Hours 0 mins	0 Hours 0 mins	99.741	Yes	0	0
gsdcobacollect01.gujarat.gov.in	192.168.122.1;172.18.103.171	100	168 Hours 0 mins	0 Hours 0 mins	0 Hours 0 mins	99.741	Yes	0	0
cl-d-ceiced-app1	172.16.30.243	100	168 Hours 0 mins	0 Hours 0 mins	0 Hours 0 mins	99.741	Yes	0	0

Memory Utilization Report

From:		Memory Utilization Report									
To:											
id	OSNAME	MemoryUtil_percent_Avg	MemoryPageoutRate_Avg	SwapSpaceUtil_Avg	Memory_Index	CpuUtil_percent_Avg	SLA_Met	SLA Target	Baseline	Penalty	
dcvmpdtcb00: Windows		25.8	0.303	19	20002.9		1.5 No	70	50	0	
dcvmpdudb0C Windows		11.1	0	9.6			0.3 No	70	50	0	
sqldatabase2C Windows		11.3	0	10.1	0		0.9 No	70	50	0	
dchxtssvr006: Windows		12	0	10.2	0		0 No	70	50	0	
otnmitl1.112 Windows		26.2	0.207	23.9	58176.5		0.8 No	70	50	0	
dchxpdmt00 Windows		7.7	0	6.2	0		0.6 No	70	50	0	
dchxpdmt01 Windows		9.6	0	7.7	0		1.3 No	70	50	0	
dchxpdmt00 Windows		11	0	9.3	0		3.3 No	70	50	0	
dctmpddsm0C Windows		30.8	0.984	27.9	17270.8		0.8 No	70	50	0	
dcvmpdupi00: Windows		22.5	0.022	15.5	293279.6		1.8 No	70	50	0	
dchxpdcta008 Windows		12.2	1.335	11.7	21528.3		7.6 No	70	50	0	
otucmdb1.112 Windows		47.3	0.406	42.1	31861.3		0.9 No	70	50	0	
dchxpdms00 Windows		60.6	0.888	80.3	7264.4		2.3 No	70	50	2371750	

VM Performance Report from Cloud Optimizer

MTTR Report Incident ID wise

From : 2023-04-01 00:00:00

To : 2023-04-10 23:59:59

Incident ID	Service	Priority	Open Time	Close Time	Status	Outage Time
1540985	Application	High	2023-04-10 23:59:10	2023-04-10 23:59:12	COMPLETE	0 Hours 0 Minutes 2 Seconds
950270	Application	High	2023-04-01 00:05:02	2023-04-01 00:05:07	COMPLETE	0 Hours 0 Minutes 5 Seconds
950276	Application	High	2023-04-01 00:05:03	2023-04-01 00:05:07	COMPLETE	0 Hours 0 Minutes 4 Seconds
950580	Application	High	2023-04-01 00:19:21	2023-04-01 00:19:24	COMPLETE	0 Hours 0 Minutes 3 Seconds
950583	Application	High	2023-04-01 00:19:21	2023-04-01 00:19:23	COMPLETE	0 Hours 0 Minutes 2 Seconds

MTTR Report - SMAX Incidents

MTTR Report Incident ID wise

From : 2023-04-01 00:00:00

To : 2023-04-10 23:59:59

Incident ID	Service	Priority	Open Time	Close Time	Status	Outage Time
1540985	Application	High	2023-04-10 23:59:10	2023-04-10 23:59:12	COMPLETE	0 Hours 0 Minutes 2 Seconds
950270	Application	High	2023-04-01 00:05:02	2023-04-01 00:05:07	COMPLETE	0 Hours 0 Minutes 5 Seconds
950276	Application	High	2023-04-01 00:05:03	2023-04-01 00:05:07	COMPLETE	0 Hours 0 Minutes 4 Seconds
950580	Application	High	2023-04-01 00:19:21	2023-04-01 00:19:24	COMPLETE	0 Hours 0 Minutes 3 Seconds
950583	Application	High	2023-04-01 00:19:21	2023-04-01 00:19:23	COMPLETE	0 Hours 0 Minutes 2 Seconds