

FY21 - Critical Applications System Availability

Critical Applications System Availability

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
99.73	99.74	99.75	99.76	99.77	99.81	99.86	99.90	99.95	99.99

Description

This performance indicator measures the system availability of the Business Critical Applications (BCA). This is a monthly percentage measurement of availability for the 37 Business Critical Applications and the FY21 improvement efforts.

The selection of the BCAs is based on a combination of the EIR criticality of "high" or "moderate" as determined by the Business Impact Assessment (BIA), the impact to mail movement, revenue and customer experience, and the feedback from Senior Management.

Critical Applications System Availability is one portion (10%) of the HQ CIO Functional Effectiveness indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	ITPA (Solarwinds or Neustar)
Indicator Value	–	Availability calculate each BCA = total YTD minutes - total YTD outage minutes / total YTD minutes, then average.
Business Rule	–	The YTD System Availability for each Business Critical Application (BCA) is measured and calculated each month. Availability of all BCAs are then averaged to calculate the overall System Availability percent.
Decimal Precision	–	Two Decimals

Data Validation

The System Availability is calculated and reported in Splunk and presented on the ESM dashboard.

[The report can be accessed with this link:](#)

Access to the ESM Availability dashboard can be requested via eAccess by requesting the following: Application name: Splunk, Operational Analytics - Splunk, select 'Request Access', under Select Appropriate Splunk Application for OAP: ESM.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CIO	Nation	10.0%	3.0%