**IN-CLASS ASSIGNMENT #7**

**What is an upper-bound on the availability you can offer for your service?**99.9%SLA availability: 0.001 failure rate \* 365 days in year = 0.365 days  
0.365 days \* 24 hours = 8.76 hours

0.04 failure rate \* 365 days in year = 14.6 days with downtime per year  
1 hour per day with downtime equals 14.6 hours.

365 days in year/10 days maintenance cycles = 36.5 days  
1 hour per day with downtime equals 36.5 hours

Total hours: 8.76 + 14.6 + 36.5 = 59.86 hours  
59.86 hours of failure / 8760 hours in a year = 0.007%

Upper-bound availability: 100% - 0.007% = 99.993%