## 3.2 Rilevazioni SLA2

|  |  |  |  |
| --- | --- | --- | --- |
| **Data** | **Min con Operatività oltre soglia 1400 ms** | **Min con Operatività** | **%** |
| 2024-12-01 | 4 | 1440 | 99.72 |
| 2024-12-02 | 21 | 1440 | 98.54 |
| 2024-12-03 | 18 | 1440 | 98.75 |
| 2024-12-04 | 10 | 1440 | 99.31 |
| 2024-12-05 | 15 | 1440 | 98.96 |
| 2024-12-06 | 15 | 1440 | 98.96 |
| 2024-12-07 | 29 | 1440 | 97.99 |
| 2024-12-08 | 27 | 1440 | 98.12 |
| 2024-12-09 | 13 | 1440 | 99.10 |
| 2024-12-10 | 21 | 1440 | 98.54 |
| 2024-12-11 | 38 | 1440 | 97.36 |
| 2024-12-12 | 12 | 1440 | 99.17 |
| 2024-12-13 | 16 | 1440 | 98.89 |
| 2024-12-14 | 9 | 1440 | 99.38 |
| 2024-12-15 | 46 | 1440 | 96.81 |
| 2024-12-16 | 50 | 1440 | 96.53 |
| 2024-12-17 | 31 | 1440 | 97.85 |
| 2024-12-18 | 33 | 1440 | 97.71 |
| 2024-12-19 | 53 | 1440 | 96.32 |
| 2024-12-20 | 41 | 1440 | 97.15 |
| 2024-12-21 | 19 | 1440 | 98.68 |
| 2024-12-22 | 52 | 1440 | 96.39 |
| 2024-12-23 | 32 | 1440 | 97.78 |
| 2024-12-24 | 25 | 1440 | 98.26 |
| 2024-12-25 | 39 | 1440 | 97.29 |
| 2024-12-26 | 39 | 1440 | 97.29 |
| 2024-12-27 | 37 | 1440 | 97.43 |
| 2024-12-28 | 47 | 1440 | 96.74 |
| 2024-12-29 | 22 | 1440 | 98.47 |
| 2024-12-30 | 29 | 1440 | 97.99 |
| 2024-12-31 | 39 | 1440 | 97.29 |
| **RILEVAZIONE** | **882** | **44640** | **98.02** |

*Il Service Level Agreement* si ritiene rispettato nel periodo di riferimento (**98.02%**).

Ciò considerato l'obiettivo previsto del 95%.

## 3.3 Rilevazioni SLA3

|  |  |  |  |
| --- | --- | --- | --- |
| **Data** | **Min con Operatività oltre soglia 600 ms** | **Min con Operatività** | **%** |
| 2024-12-01 | 21 | 1440 | 98.54 |
| 2024-12-02 | 55 | 1440 | 96.18 |
| 2024-12-03 | 51 | 1440 | 96.46 |
| 2024-12-04 | 56 | 1440 | 96.11 |
| 2024-12-05 | 76 | 1440 | 94.72 |
| 2024-12-06 | 50 | 1440 | 96.53 |
| 2024-12-07 | 79 | 1440 | 94.51 |
| 2024-12-08 | 64 | 1440 | 95.56 |
| 2024-12-09 | 61 | 1440 | 95.76 |
| 2024-12-10 | 94 | 1440 | 93.47 |
| 2024-12-11 | 65 | 1440 | 95.49 |
| 2024-12-12 | 79 | 1440 | 94.51 |
| 2024-12-13 | 36 | 1440 | 97.50 |
| 2024-12-14 | 52 | 1440 | 96.39 |
| 2024-12-15 | 126 | 1440 | 91.25 |
| 2024-12-16 | 95 | 1440 | 93.40 |
| 2024-12-17 | 88 | 1440 | 93.89 |
| 2024-12-18 | 107 | 1440 | 92.57 |
| 2024-12-19 | 100 | 1440 | 93.06 |
| 2024-12-20 | 127 | 1440 | 91.18 |
| 2024-12-21 | 72 | 1440 | 95.00 |
| 2024-12-22 | 120 | 1440 | 91.67 |
| 2024-12-23 | 130 | 1440 | 90.97 |
| 2024-12-24 | 152 | 1440 | 89.44 |
| 2024-12-25 | 159 | 1440 | 88.96 |
| 2024-12-26 | 101 | 1440 | 92.99 |
| 2024-12-27 | 157 | 1440 | 89.10 |
| 2024-12-28 | 130 | 1440 | 90.97 |
| 2024-12-29 | 155 | 1440 | 89.24 |
| 2024-12-30 | 199 | 1440 | 86.18 |
| 2024-12-31 | 197 | 1440 | 86.32 |
| **RILEVAZIONE** | **3054** | **44640** | **93.16** |

*Il Service Level Agreement* si ritiene non rispettato nel periodo di riferimento (**93.16%**).

Ciò considerato l'obiettivo previsto del 95%.

## 3.4 Rilevazioni SLA4

|  |  |  |  |
| --- | --- | --- | --- |
| **Data** | **Min con Operatività oltre soglia 800 ms** | **Min con Operatività** | **%** |
| 2024-12-01 | 14 | 1440 | 99.03 |
| 2024-12-02 | 33 | 1440 | 97.71 |
| 2024-12-03 | 41 | 1440 | 97.15 |
| 2024-12-04 | 15 | 1440 | 98.96 |
| 2024-12-05 | 25 | 1440 | 98.26 |
| 2024-12-06 | 15 | 1440 | 98.96 |
| 2024-12-07 | 28 | 1440 | 98.06 |
| 2024-12-08 | 51 | 1440 | 96.46 |
| 2024-12-09 | 17 | 1440 | 98.82 |
| 2024-12-10 | 20 | 1440 | 98.61 |
| 2024-12-11 | 36 | 1440 | 97.50 |
| 2024-12-12 | 41 | 1440 | 97.15 |
| 2024-12-13 | 39 | 1440 | 97.29 |
| 2024-12-14 | 29 | 1440 | 97.99 |
| 2024-12-15 | 73 | 1440 | 94.93 |
| 2024-12-16 | 66 | 1440 | 95.42 |
| 2024-12-17 | 68 | 1440 | 95.28 |
| 2024-12-18 | 66 | 1440 | 95.42 |
| 2024-12-19 | 75 | 1440 | 94.79 |
| 2024-12-20 | 51 | 1440 | 96.46 |
| 2024-12-21 | 77 | 1440 | 94.65 |
| 2024-12-22 | 66 | 1440 | 95.42 |
| 2024-12-23 | 64 | 1440 | 95.56 |
| 2024-12-24 | 64 | 1440 | 95.56 |
| 2024-12-25 | 76 | 1440 | 94.72 |
| 2024-12-26 | 106 | 1440 | 92.64 |
| 2024-12-27 | 105 | 1440 | 92.71 |
| 2024-12-28 | 79 | 1440 | 94.51 |
| 2024-12-29 | 90 | 1440 | 93.75 |
| 2024-12-30 | 68 | 1440 | 95.28 |
| 2024-12-31 | 88 | 1440 | 93.89 |
| **RILEVAZIONE** | **1686** | **44640** | **96.22** |

*Il Service Level Agreement* si ritiene rispettato nel periodo di riferimento (**96.22%**).

Ciò considerato l'obiettivo previsto del 95%.

## 3.5 Rilevazioni SLA5

|  |  |  |  |
| --- | --- | --- | --- |
| **Data** | **Min con Operatività oltre soglia 600 ms** | **Min con Operatività** | **%** |
| 2024-12-01 | 3 | 1440 | 99.79 |
| 2024-12-02 | 7 | 1440 | 99.51 |
| 2024-12-03 | 6 | 1440 | 99.58 |
| 2024-12-04 | 6 | 1440 | 99.58 |
| 2024-12-05 | 18 | 1440 | 98.75 |
| 2024-12-06 | 16 | 1440 | 98.89 |
| 2024-12-07 | 4 | 1440 | 99.72 |
| 2024-12-08 | 15 | 1440 | 98.96 |
| 2024-12-09 | 13 | 1440 | 99.10 |
| 2024-12-10 | 4 | 1440 | 99.72 |
| 2024-12-11 | 6 | 1440 | 99.58 |
| 2024-12-12 | 6 | 1440 | 99.58 |
| 2024-12-13 | 4 | 1440 | 99.72 |
| 2024-12-14 | 10 | 1440 | 99.31 |
| 2024-12-15 | 29 | 1440 | 97.99 |
| 2024-12-16 | 22 | 1440 | 98.47 |
| 2024-12-17 | 28 | 1440 | 98.06 |
| 2024-12-18 | 20 | 1440 | 98.61 |
| 2024-12-19 | 34 | 1440 | 97.64 |
| 2024-12-20 | 26 | 1440 | 98.19 |
| 2024-12-21 | 10 | 1440 | 99.31 |
| 2024-12-22 | 20 | 1440 | 98.61 |
| 2024-12-23 | 23 | 1440 | 98.40 |
| 2024-12-24 | 21 | 1440 | 98.54 |
| 2024-12-25 | 34 | 1440 | 97.64 |
| 2024-12-26 | 17 | 1440 | 98.82 |
| 2024-12-27 | 10 | 1440 | 99.31 |
| 2024-12-28 | 42 | 1440 | 97.08 |
| 2024-12-29 | 25 | 1440 | 98.26 |
| 2024-12-30 | 35 | 1440 | 97.57 |
| 2024-12-31 | 51 | 1440 | 96.46 |
| **RILEVAZIONE** | **565** | **44640** | **98.73** |

*Il Service Level Agreement* si ritiene rispettato nel periodo di riferimento (**98.73%**).

Ciò considerato l'obiettivo previsto del 95%.

## 3.6 Rilevazioni SLA6

|  |  |  |  |
| --- | --- | --- | --- |
| **Data** | **Min con Operatività oltre soglia 800 ms** | **Min con Operatività** | **%** |
| 2024-12-01 | 9 | 1440 | 99.38 |
| 2024-12-02 | 19 | 1440 | 98.68 |
| 2024-12-03 | 23 | 1440 | 98.40 |
| 2024-12-04 | 5 | 1440 | 99.65 |
| 2024-12-05 | 4 | 1440 | 99.72 |
| 2024-12-06 | 14 | 1440 | 99.03 |
| 2024-12-07 | 20 | 1440 | 98.61 |
| 2024-12-08 | 12 | 1440 | 99.17 |
| 2024-12-09 | 13 | 1440 | 99.10 |
| 2024-12-10 | 6 | 1440 | 99.58 |
| 2024-12-11 | 7 | 1440 | 99.51 |
| 2024-12-12 | 12 | 1440 | 99.17 |
| 2024-12-13 | 26 | 1440 | 98.19 |
| 2024-12-14 | 7 | 1440 | 99.51 |
| 2024-12-15 | 12 | 1440 | 99.17 |
| 2024-12-16 | 8 | 1440 | 99.44 |
| 2024-12-17 | 9 | 1440 | 99.38 |
| 2024-12-18 | 4 | 1440 | 99.72 |
| 2024-12-19 | 22 | 1440 | 98.47 |
| 2024-12-20 | 10 | 1440 | 99.31 |
| 2024-12-21 | 23 | 1440 | 98.40 |
| 2024-12-22 | 20 | 1440 | 98.61 |
| 2024-12-23 | 23 | 1440 | 98.40 |
| 2024-12-24 | 15 | 1440 | 98.96 |
| 2024-12-25 | 16 | 1440 | 98.89 |
| 2024-12-26 | 15 | 1440 | 98.96 |
| 2024-12-27 | 13 | 1440 | 99.10 |
| 2024-12-28 | 22 | 1440 | 98.47 |
| 2024-12-29 | 22 | 1440 | 98.47 |
| 2024-12-30 | 10 | 1440 | 99.31 |
| 2024-12-31 | 14 | 1440 | 99.03 |
| **RILEVAZIONE** | **435** | **44640** | **99.03** |

*Il Service Level Agreement* si ritiene rispettato nel periodo di riferimento (**99.03%**).

Ciò considerato l'obiettivo previsto del 95%.