Critical applications service downtime

Application reconfiguration errors
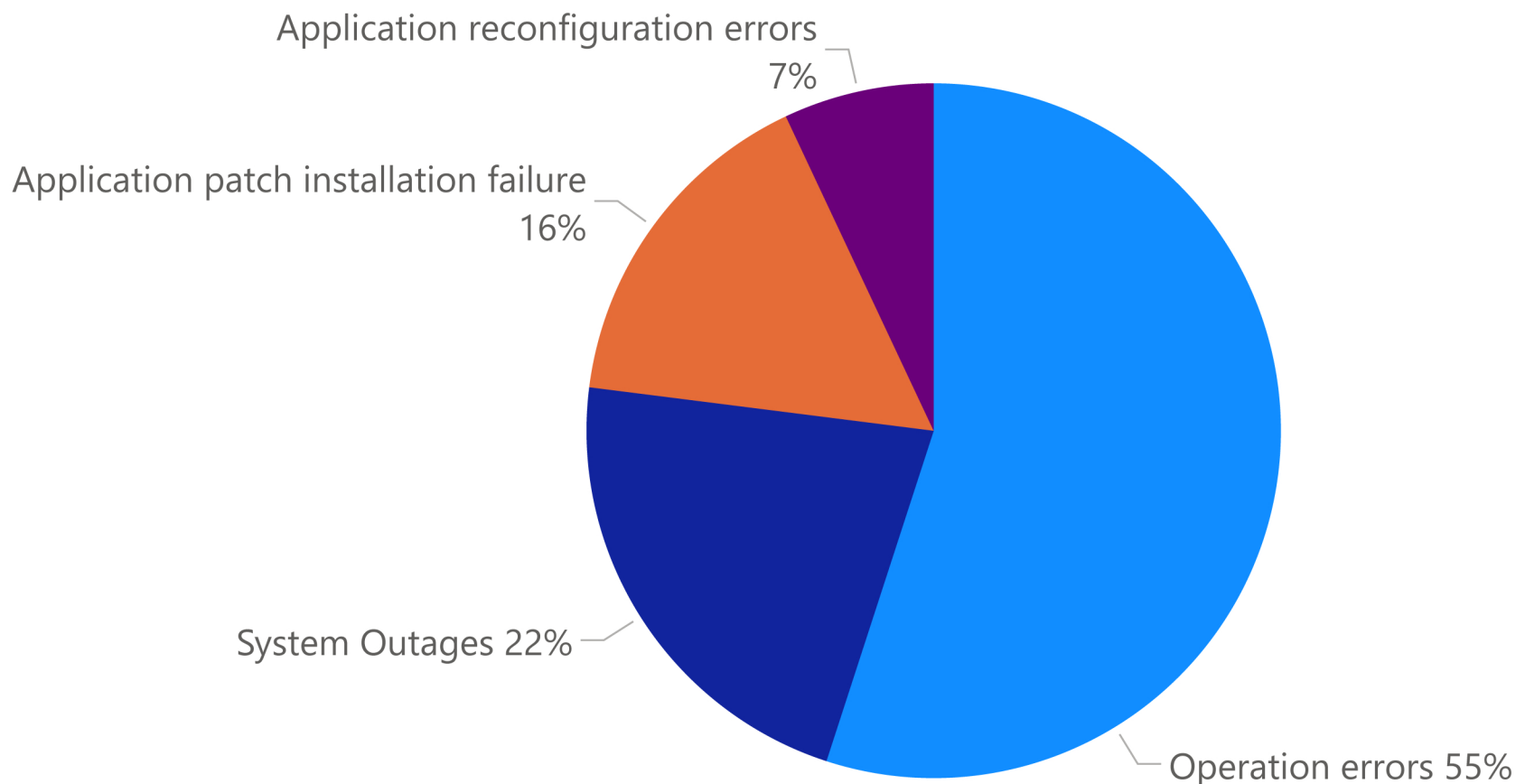7%

Application patch installation failure
16%

System Outages 22%

Operation errors 55%

Legend
- Operation errors
- System Outages
- Application patch installation failure
- Application reconfiguration errors