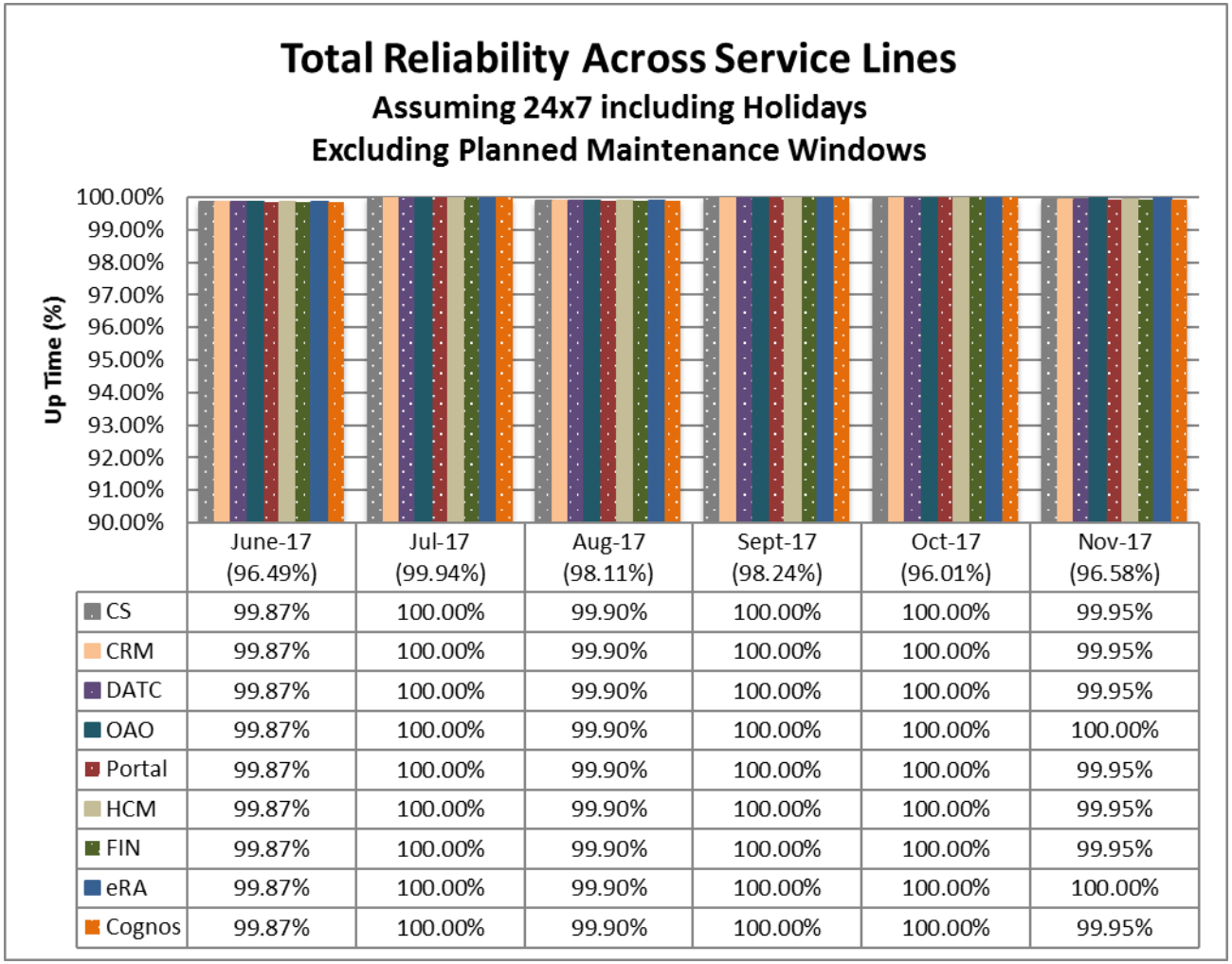
Enterprise Services Reliability to End Users



	June-17 (96.49%)	Jul-17 (99.94%)	Aug-17 (98.11%)	Sept-17 (98.24%)	Oct-17 (96.01%)	Nov-17 (96.58%)
CS	99.87%	100.00%	99.90%	100.00%	100.00%	99.95%
CRM	99.87%	100.00%	99.90%	100.00%	100.00%	99.95%
DATC	99.87%	100.00%	99.90%	100.00%	100.00%	99.95%
OAO	99.87%	100.00%	99.90%	100.00%	100.00%	100.00%
Portal	99.87%	100.00%	99.90%	100.00%	100.00%	99.95%
HCM	99.87%	100.00%	99.90%	100.00%	100.00%	99.95%
FIN	99.87%	100.00%	99.90%	100.00%	100.00%	99.95%
eRA	99.87%	100.00%	99.90%	100.00%	100.00%	100.00%
Cognos	99.87%	100.00%	99.90%	100.00%	100.00%	99.95%

1. Percentages in parentheses represent aggregate availability across all services, including planned maintenance and unplanned outages.