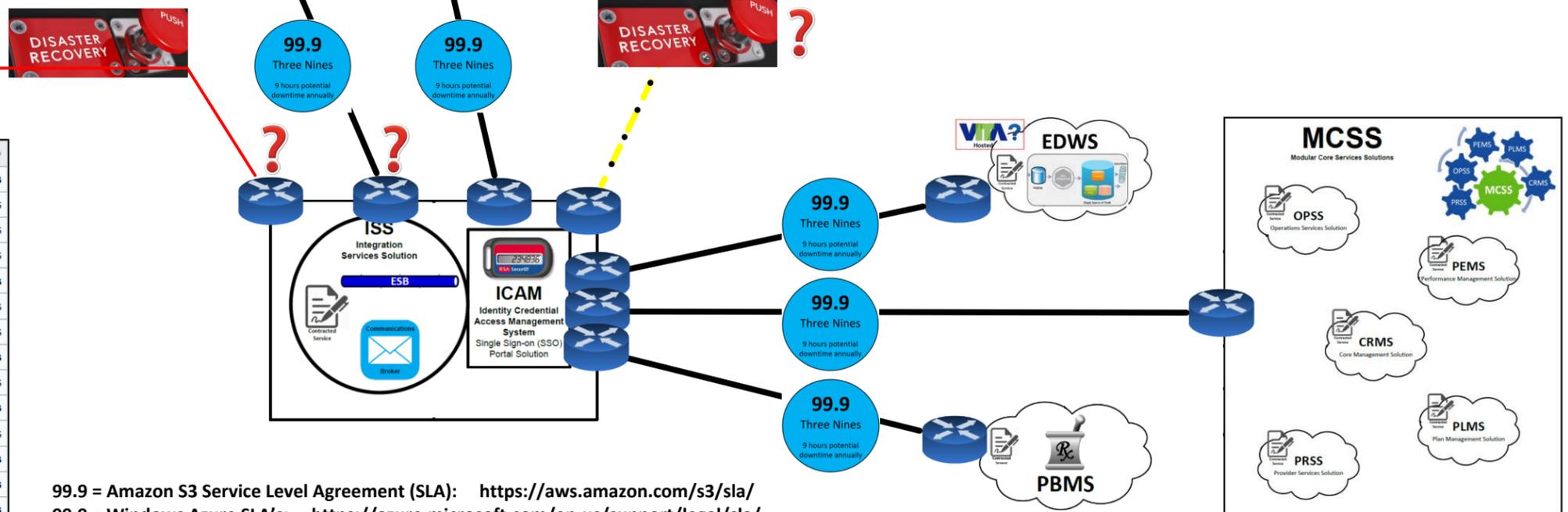


Availability %	Downtime per year	Downtime per month	Downtime per week	Downtime per day
90% ("one nine")	36.5 days	72 hours	16.8 hours	2.4 hours
95%	18.25 days	36 hours	8.4 hours	1.2 hours
97%	10.96 days	21.6 hours	5.04 hours	43.2 minutes
98%	7.30 days	14.4 hours	3.36 hours	28.8 minutes
99% ("two nines")	3.65 days	7.20 hours	1.68 hours	14.4 minutes
99.5%	1.83 days	3.60 hours	50.4 minutes	7.2 minutes
99.8%	17.52 hours	86.23 minutes	20.16 minutes	2.88 minutes
99.9% ("three nines")	8.76 hours	43.8 minutes	10.1 minutes	1.44 minutes
99.95%	4.38 hours	21.56 minutes	5.04 minutes	43.2 seconds
99.99% ("four nines")	52.56 minutes	4.38 minutes	1.01 minutes	8.66 seconds
99.995%	26.28 minutes	2.16 minutes	30.24 seconds	4.32 seconds
99.999% ("five nines")	5.26 minutes	25.9 seconds	6.05 seconds	864.3 milliseconds
99.9999% ("six nines")	31.5 seconds	2.59 seconds	604.8 milliseconds	86.4 milliseconds
99.99999% ("seven nines")	3.15 seconds	262.97 milliseconds	60.48 milliseconds	8.64 milliseconds
99.999999% ("eight nines")	315.569 milliseconds	26.297 milliseconds	6.048 milliseconds	0.864 milliseconds
99.9999999% ("nine nines")	31.5569 milliseconds	2.6297 milliseconds	0.6048 milliseconds	0.0864 milliseconds



99.9 = Amazon S3 Service Level Agreement (SLA): <https://aws.amazon.com/s3/sla/>
 99.9 = Windows Azure SLA's: <https://azure.microsoft.com/en-us/support/legal/sla/>
 99.9 = IBM SoftLayer SLA document: <http://static.softlayer.com/SoftLayer4/pdfs/sla.pdf>
 99.9 = Google Storage SLA: <https://cloud.google.com/storage/sla?csw=1>

PURPOSE: To identify the anticipated SLA-9's and more importantly to show the complexity of what level of service will be provided for each type of MCSS and MES service and what that really means from an overall SLA perspective..

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