Netheos

Trust and Sign / PreventGo

Monthly Report - Qualited of service

		Services	Availability (monthly)	Minutes of downtime (mensuel)
Year:	2024	Signature service (DocuSign)	100,00%	0
		API PreventGo	100,00%	0
Month :	January	API Trust and Sign	99,98%	10
		Trust and Sign Dashboard	99,98%	10
Days :	31	Trust and Sign Signbook	99,98%	10
		Global availability	**99,978%**	**10**

Beginning of the incident	End of the incident	Duration (minutes)	Module	Incident description	Summary of the fix
26/01/24 18:50:00	26/01/24 19:00:00	10	Plateforme (Unvailable)	Lack of resources on the message broker service	Increase in space and addition of a supervision probe