



Trust and Sign / PreventGo

Monthly Report - Quality of service

		Services	Availability (monthly)	Minutes of downtime (mensuel)
Year:	2024	Signature service (DocuSign)	100,00%	0
		API PreventGo	99,92%	35
Month :	april	API Trust and Sign	99,92%	35
		Trust and Sign Dashboard	100,00%	0
Days :	30	Trust and Sign Signbook	100,00%	0
		Global availability	99,919%	35

Beginning of the incident	End of the incident	Duration (minutes)	Module	Incident description	Summary of the fix
24/04/24 03:15:00	24/04/24 03:50:00	35	Plateforme (Unavailable)	Failure of Lan2Lan layer	Restart / an ticket creation.

--