



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	98,91%	485
Month :	july	API Trust and Sign	98,91%	485
		Trust and Sign Dashboard	98,91%	485
Days :	31	Trust and Sign Signbook	98,91%	485
		Global availability (blocked)	100,000%	0

Beginning of the incident	End of the incident	Duration (minutes)	Module	Incident description	Summary of the fix
29/07/24 02:15:00	29/07/24 10:20:00	485	Plateforme (Dégradé)	national slowdown (vandalism act). Network flow re-routed, Some timeout observed	Incident report will be delivered

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