

Service Availability*

| | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Total | Annual Availability |
|-------------------------------|------|------|-------------|------|------|-------------|-------------|-------------|------|------|------|-------------|-------|---------------------|
| | mins | mins | mins | mins | mins | mins | mins | mins | mins | mins | mins | mins | mins | % |
| central wiki service | 0 | 0 | 0 | 45 | 0 | 1012 | 29 | 235 | 20 | 30 | 7 | 117 | 1495 | 99.72% |
| e-Diary (OCS so student only) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| IDMS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| MyEd | 0 | 0 | 60 | 0 | 90 | 0 | 0 | 0 | 0 | 0 | 7 | 117 | 274 | 99.95% |
| WEBI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 60 | 0 | 0 | 117 | 177 | 99.97% |
| Websites - non Polopoly | 70 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1022 | 1092 | 99.79% |
| University Website | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 7 | 100.00% |
| EBIS | 100 | 155 | 75 | 120 | 5 | 70 | 114 | 3012 | 49 | 67 | 39 | 117 | 3923 | 99.26% |
| e-Financials | 0 | 0 | 2270 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 117 | 2394 | 99.55% |
| EUCLID | 0 | 0 | 0 | 0 | 15 | 285 | 1390 | 25 | 0 | 0 | 7 | 117 | 1839 | 99.65% |
| HR | 0 | 0 | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 177 | 244 | 99.95% |
| JOBS | 0 | 0 | 60 | 120 | 5 | 70 | 114 | 3012 | 49 | 67 | 39 | 147 | 3683 | 99.30% |
| Kinetix (KX) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 30 | 0 | 0 | 0 | 30 | 99.99% |
| RAE | 0 | 0 | 60 | 120 | 5 | 70 | 114 | 3012 | 49 | 67 | 39 | 147 | 3683 | 99.30% |
| ThankQ | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 30 | 180 | 0 | 0 | 225 | 99.96% |
| WebCT | 0 | 0 | 0 | 0 | 0 | 0 | 469 | 3561 | 45 | 0 | 0 | 117 | 4192 | 99.20% |
| WISARD | 0 | 0 | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 117 | 177 | 99.97% |
| Support Groups file print | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% |
| | | | | | | | 15 | 19 | 23 | | | 32 | | |
| | | | 4 | | 9 | 12 | 16 | 20 | 24 | 27 | | 33 | | |
| | 1 | | 5 | 7 | 10 | 13 | 17 | 21 | 25 | 28 | 30 | 34 | | |
| Notes | 2 | 3 | 6 | 8 | 11 | 14 | 18 | 22 | 26 | 29 | 31 | 35 | | |

Notes

* Unplanned events are those where dates have not been agreed in advance (10 days notice standard, any event scheduled within 48 hours of disruption is considered unplanned).

Outage reporting is as near to 24x7 as is possible via manual process.

* Events occurring out of core hours 8:30 - 5:30 are shown as **bold**

- 1 - There were 3 separate unplanned events on the (non UWS) website hosting server. These were due to separate issues re Power Supply, Disk Space and CPU running warm.
- 2 - The private Cold Fusion Server that hosts EBIS experienced 5 separate events.
- 3 - The private Cold Fusion Server that hosts EBIS experienced 7 separate events.
- 4 - All corporate systems were affected by the SAN reboot requirement
- 5 - eFinancials experienced 3 outages, one over the weekend
- 6 - An additional 15 minute outage on EBIS was due to reboot of the Private Cold Fusion Server.
- 7 - 3 separate restarts of the wiki service due to unknown issue under investigation
- 8 - Apache and Cold Fusion restarted due to problems with Corporate application server 2 hours disruption worst case
- 9 - Cold Fusion server experienced 5 minutes disruption on the 20th
- 10 - MyEd certificates were not updated properly causing 1.5 hrs downtime.
- 11 - EUCLID service restarted
- 12 - Nine separate events required short periods of disruption to restart the Cold Fusion Server that had stopped responding.
- 13 - The wiki service required 3 separate restarts, once following extensive downtime over a weekend.
- 14 - Two separate events on EUCLID server and database on 4th and 10th January caused loss of service
- 15 - Thirteen separate but small disruptions on the Cold Fusion Server
- 16 - Three separate but short downtime events on the wiki service
- 17 - One event with the WebCT service at the end of February over the weekend will also have impact in March report
- 18 - EUCLID had an extensive period of disruption in early February which lasted over 23 hours.
- 19 - Eleven separate failures of the Cfusion server including over a weekend affecting EBIS, JOBS and RAE
- 20 - EUCLID database required a restart
- 21 - Extended wiki service interruption following a failed service patch
- 22 - WebCT restart required, with Java resource implicated and continued event over the weekend at end Feb into March
- 23 - WebCT channel failure
- 24 - Power outage at Old College affected WEBI, TankQ and KX although not for identical durations
- 25 - Cold Fusion Server required 9 separate restarts
- 26 - The wiki service required 2 separate restarts.
- 27 - Two restarts required on the wiki service - one known due to backup and restore
- 28 - Five restarts of the Cold Fusion server
- 29 - ThankQ impacted by Old College switch problem
- 30 - Four restarts of the Cold Fusion server
- 31 - Appleton Tower Firewall switch to Kings Buildings
- 32 - 117 minutes disruption to corporate databases due to 3 events, network and firewall disruption lasting 12 minutes and two maintenance over-runs accounting for the remainder.
- 33 - Two events disrupted HR systems for 30 minutes each, cause as yet un-recorded
- 34 - three separate events on the Cold Fusion server causing 30 minutes disruption in total
- 35 - three events totalling 1022 minutes disruption to corporate web publishing server, no cause noted.