

**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	%
Business Objects Reporting	90	<b>418</b>	0	60	45	0	180	<b>55</b>	0	<b>60</b>	15	30	953	99.82%
Central Virtual Learning Environ. (WebCT)	10	<b>543</b>	175	75	0	0	30	<b>1235</b>	0	0	0	0	2068	99.61%
central wiki service	0	<b>418</b>	65	153	0	115	<b>105</b>	<b>55</b>	<b>105</b>	25	140	0	1181	99.78%
e-Diary	0	0	0	0	0	0	0	0	90	0	60	0	150	99.97%
e-Financials	0	<b>418</b>	0	0	90	0	75	<b>2455</b>	0	0	30	<b>2820</b>	5888	98.88%
Estates and Buildings Info. System (EBIS)	20	<b>423</b>	5	15	490	41	130	<b>720</b>	0	20	<b>1170</b>	60	3094	99.41%
EUCLID	0	<b>418</b>	0	<b>1187</b>	10	167	41	<b>229</b>	41	155	135	<b>1150</b>	3533	99.33%
Human Resources system	90	<b>468</b>	0	135	10	41	130	<b>720</b>	30	75	<b>1160</b>	80	2939	99.44%
Identity Management (IDMS)	5	0	65	0	0	<b>660</b>	0	0	0	0	0	0	730	99.86%
JOBS	20	<b>423</b>	5	15	10	41	100	<b>665</b>	0	20	<b>1080</b>	60	2439	99.54%
Kinetix (KX - Accomodation Services)	0	0	0	45	0	0	0	0	0	0	0	35	80	99.98%
Library Catalogue	0	0	0	0	0	0	0	0	0	0	0	0	0	100.00%
Research Assessment Exercise (RAE)	20	<b>423</b>	1325	15	10	41	130	<b>720</b>	0	20	<b>1050</b>	60	3814	99.28%
Staff Mail	0	0	0	0	45	0	0	0	0	0	0	0	45	99.99%
Student Mail	0	0	0	0	0	0	0	0	0	0	0	0	0	100.00%
Support Groups file print	0	0	0	0	0	0	0	0	0	0	0	0	0	100.00%
ThankQ (Development & Alumni docs.)	0	0	90	45	0	0	0	0	0	0	0	0	135	99.97%
University Portal (MyEd)	90	<b>483</b>	0	<b>2912</b>	35	0	30	<b>55</b>	0	0	0	0	3605	99.32%
University Website	0	0	0	0	60	0	0	<b>75</b>	<b>420</b>	<b>45</b>	0	0	600	99.89%
Websites - non Polopoly	0	0	0	45	0	0	0	0	0	<b>4500</b>	<b>90</b>	0	4635	99.12%
WISARD	0	<b>418</b>	15	0	0	0	45	<b>55</b>	0	0	0	0	533	99.90%
													62	
				17									63	
			10	18	25		36	43		55	64			
			11	19	26		37	44		56	65	71		
1			12	20	27		38	45	50	57	66	72		
2	6		13	21	28	32	39	46	51	58	67	73		
3	7		14	22	29	33	40	47	52	59	68	74		
4	8		15	23	30	34	41	48	53	60	69	75		
Notes	5		16	24	31	35	42	49	54	61	70	76		

## 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 either entirely or partially out of core hours 8:30 - 5:30 are shown as **bold**

- 1 - BOXI was the only service affected by extension to planned Corporate Database outage
- 2 - C.Fusion server unresponsive on two occasions of 10 minutes each
- 3 - Planned HR bug fix required extended 1.5 hour outage
- 4 - MyEd experience Apache issues on multi sites for 5 Application Servers, no underlying issue identified as yet
- 5 - WebCT unavailable for 10 minutes for Licence expiry issue
- 6 - All services behind corporate Firewall and load-balancer affected by start of semester issues (partial out of hours)
- 7 - MyEd and WebCT suffered additional knock on impact from the firewall issues during 2 separate events for each service
- 8 - 2 outages and restarts on HR required
- 9 - C-Fusion server required a restart
- 10 - IDMS saw 65 mins outage due to two events (lack of virtual memory and termination of SQL server 2005) - additional 55hrs partial outage on IDMS portal due to cert expiry.
- 11 - 4 events causing outage of webct, one due to load balancing failure and the others related to node memory.
- 12 - RAE saw 22 hours unavailability due to certificate expiry
- 13 - central wiki service saw 5 separate events, 2 were a deadlock in the database and others were associated with urgent tuning to alleviate capacity and performance issues.
- 14 - WISARD experienced 15 minutes outage due to log rotation freeing up disk space.
- 15 - ThankQ experienced 1.5 hours outage due to mains power failure
- 16 - The Cold Fusion server exceeded apache counts causing 5 minutes outage.
- 17 - EUCLID saw 5 separate unplanned events through the month due to Apps server CPU capacity - issue with Tribal
- 18 - HR Database restarts minutes
- 19 - MyEd outage over the weekend was caused by an java error that is reported as rare, but as yet un resolved
- 20 - BOXI storage re-located
- 21 - WebCT restarts experienced 2 separate problems
- 22 - 5 separate unplanned events caused by wiki database issues
- 23 - Cold fusion server required 2 restarts affecting jobs, RAE, EBIS and HR
- 24 - Old College fire wall caused 45 minutes interruption
- 25 - EUCLID impacted by xmas logging change and ADMISMI process spinning
- 26 - EBIS outage due to un announced upgrade
- 27 - eFinancials impacted by overnight Apache failure
- 28 - Cold Fusion process loop affected Jobs RAE and EBIS for 10 minutes
- 29 - MyEd certificates problem causing 35 minutes disruption
- 30 - Polopoly CM performance tuning causing 60 minutes urgent disruption
- 31 - Firewall problems caused 45 minutes disruption to BOXI and Staffmail
- 32 - Cold Fusion process loop affected Jobs RAE, HR and EBIS, 5 events causing 41 minutes disruption
- 33 - Central Wiki Service crash, 2 events causing 115 mins disruption
- 34 - EUCLID impacted by capacity and logging related issues causing 167 minutes disruption over 5 events
- 35 - IDMS affected by DNS connectivity issue causing 660 minutes disruption

- 36 - Cold Fusion process loop affected Jobs RAE, HR and EBIS, 5 events causing 55 minutes disruption
- 37 - Partial crash of Corporate Application Server caused 30 mins disruption for Central Wiki Service, Jobs RAE, HR and EBIS and e-Financials
- 38 - Polopoly affected buy certificate problem causing 100 mins disruption
- 39 - EUCLID impacted by capacity and logging related issues causing 11 minutes disruption over 2 events
- 40 - BOXI experienced 150 mins disruption due to a server timeout issue
- 41 - Wiki restarted as a precaution due to development work potential impact on live service, 30 mins disruption
- 42 - 2 firewall issues caused disruption on a wide range of corporate services.
- 43 - Cold Fusion process loop and a problem with the installation of security certificates affected Jobs RAE, HR and EBIS, 7 events causing 665 minutes disruption.
- 44 - EUCLID impacted by application failures and one logging related issue causing 174 minutes disruption over 11 events
- 45 - HR system failing to respond - cause unknown, 1 event causing 60 mins disruption.
- 46 - University Website experienced 75 minutes disruption due to the unavailability of ultraseek search
- 47 - WebCT restarted due to stability concerns after firewall issues, 1 outage causing 40 minutes disruption.
- 48 - 2 firewall issues caused 55 minutes disruption on a wide range of services.
- 49 - Over-run from planned memory upgrade outage caused 2400 minutes disruption on e-Financials system
- 50 - HR system experienced an out age due to an unknown cause, 1 event causing 30 mins disruption
- 51 - EUCLID impacted by application failures on the production environment, 5 events causing 41 mins disruption
- 52 - Central wiki service experienced a database lock, 1 event causing 105 mins disruption
- 53 - University website affected by a server problem, 1 event causing 420 mins disruption
- 54 - eDiary outage due to service reaching the maximum allowed sessions limit, 1 event causing 90 mins disruption
- 55 - EUCLID impacted by application failures on the production environment, 3 events causing 155 mins disruption
- 56 - University website experienced poor performance and outage due to underlying problems with content items, 1 event causing 45 mins disruption
- 57 - Cold Fusion process loop affected Jobs RAE, HR and EBIS, 2 events causing 20 minutes disruption
- 58 - HR system experienced outages due to an unknown cause, 2 events causing 55 mins disruption
- 59 - Central wiki service experienced an unexpected automated system restart, possibly due to a software bug , 1 event causing 25 mins disruption
- 60 - BOXI was unavailable at 8am 04/05/09, cause and actual outage time unclear, 1 event causing 60 mins *known* disruption
- 61 - Hardware failure on a Hosting server, 1 event causing 4,500 mins disruption
- 62 - EUCLID impacted by application failures on the production environment and a licence renewal problem 4 events causing 135 mins disruption
- 63 - Cold Fusion process loop affected Jobs RAE, HR and EBIS, 4 events causing 1,050 mins disruption
- 64 - JOBS, EBIS and eFinancials affected by restart of Corporate Applications server due to problem with ColdFusion 1 event causing 30 mins disruption, 50 mins disruption for HR system and 110 mins disruption for Central Wiki Service
- 65 - HR system restarted due to status monitor unavailability and a login hanging issue due to an unknown cause 2 events causing 60 mins disruption
- 66 - EBIS system unavailable due to exceeding maximum connections limit 1 event causing 90 mins disruption
- 67 - Wiki restarted due to poor performance 1 event causing 30 mins disruption
- 68 - BOXI unavailable due to an unknown cause, 1 event causing 15 mins disruption
- 69 - eDiary unavailable due a hardware failure, 1 event causing 60 mins disruption
- 70 - Spike outage to enable removal of unwanted content, 1 event causing 90 mins disruption
- 71 - Cold Fusion process loop affected Jobs RAE, HR and EBIS, 3 events causing 60 mins disruption
- 72 - EUCLID unavailable due to configuration change, certificate issue and a network outage, 3 events causing a total of 1150 mins disruption
- 73 - HR unavailable due to unknown issue, 1 event causing 20 mins outage
- 74 - eFinancials unavailable due to automatic shut down, 2 events causing 2820 mins disruption
- 75 - BOXI unavailable due to unknown issue, 1 event causing 30 mins disruption

76 - Kinetix, Accomodation Services unavailable due to a problem with failover procedure 1 event causing 35 mins disruption