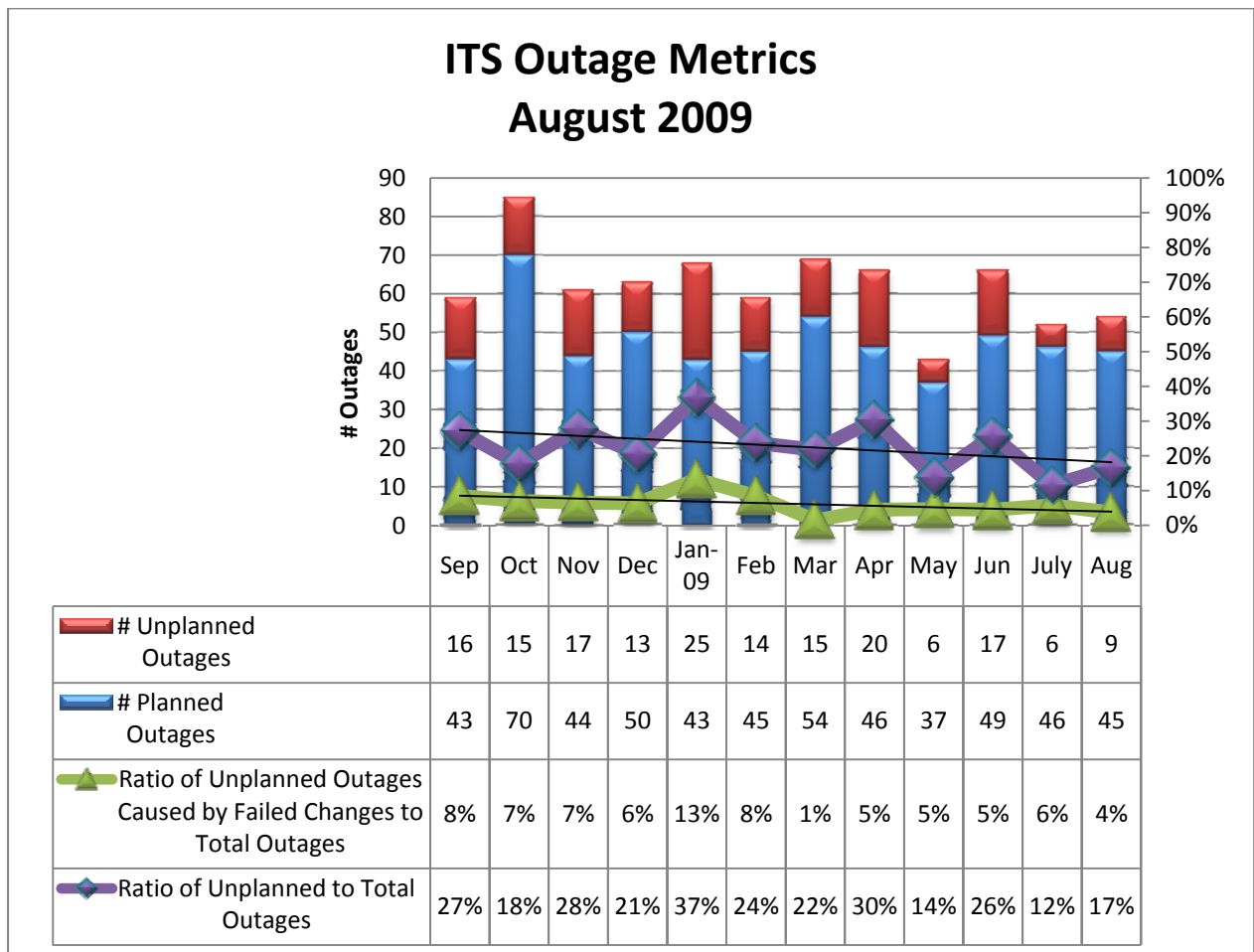


**SUMMARY for August 2009:**

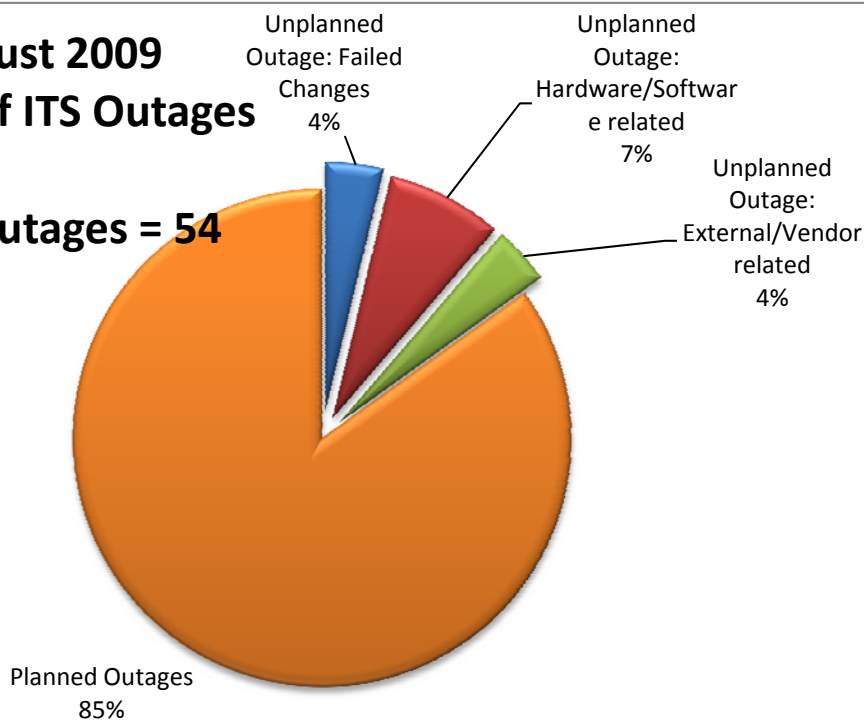
See below for a list of all implemented RFCs, Root Causes for Unplanned Outages and Unannounced Outages.

- August unplanned outages was 9 or 17% of total outages.
  - One major outage when an upgrade had the unintended consequence of disconnecting the SAN from the VMCluster causing outages on multiple services.
  - We had five outages caused by changes in our environment with unintended consequences:
    - Cable loosened by vendor (1)
    - Cable cut during construction (1)
    - Vendor Patches/Upgrades (2)
    - AT&T/CENIC issue (1)
  - Two others were caused by a hardware failure
    - Loose power cord
    - Ill seated serial interface card (mechanical defect)
  - One extended outage due to non-communication to App Admin after server reset.
  
- There were 9 changes approved and logged on the Change Request Tool:
  - Web services - 4 (44%)
  - CruzMail – 2 (22%)
  - Change Request Tool itself – 3 (33%)



## August 2009 Causes of ITS Outages

Total Outages = 54

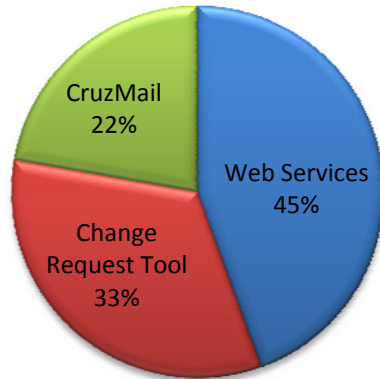


### Root causes for unplanned outages:

August	Start Date	Time	Duration	Service/ Location	Root Cause	Contact	Comments
1	5-Aug	9:25am-9:55am	20m	Network/NASA	AT&T	John Haskins	AT&T/CENIC could not find root cause.
2	6-Aug	8:10-8:35am	25m	Network/Comms	Hardware	Michael O'Connell	Loose power cord.
3	10-Aug	2:20pm-5pm	2h 40m	Network/Humanities	Hardware	Paul Marundee	Fibers came loose from their connectors apparently during work by a cellular carrier contractor.
4	24-Aug	2pm-5pm	3h	Library - Drupal Web CMS	Software	Wes Modes	Library Web Contributors. Drupal Module contained undocumented 'hitch' that broke LDAP group authorization.
5	24-Aug	7:02pm-10pm	3h	VMCluster Outage	Failed Change	Aaron Peterson	Maintenance caused unplanned reset of the entire SAN for the VMCluster which disconnected the storage from the cluster shutting down associated applications. Windows OS had hard shutdowns, a few Linux OS VMs went to read-only mode.
6	25-Aug	7:30am-2pm	6h 30m	ITS Collaboration Tool	Human Error	Justin James	The Collab tool went down with the SAN/VMCluster outage but the appropriate app admin was not notified.
7	26-Aug	11am-noon	1h	InfoPath Forms	Failed Change	Matt Henderson	SP2 Upgrade to MOSS impacted anomonus user access. Upgrade was backed out.
8	28-Aug	8am-8:35pm	35m	Phone - 2901 Mission	Hardware	Mark Boolootian	T1 failure caused by a mechanical defect in the router's serial interface card that prevented the cable from properly seating.
9	28-Aug	2pm - Noon	26h	Cell Phone - Kresge and Porter	Construction	Ed Titus	Cable cut during construction. AT&T Wireless, Sprint/Nextel, Verizon, T-Mobile and Metro PCS all impacted.

## REQUEST FOR CHANGE (RFC) Summary ( By Project)

### August '09 Changes



### RFC Details

Issue Type	Key	Scope	Summary	Assignee	Reporter	Priority	Status	Due Date
RFC	<a href="#">WWW-93</a>		OS updates for MOSS-PROD-APP-1 server: August 26th, 7-10PM	Matt Henderson	Dan Sanderson	3	6. Implementing	8/26/2009
RFC	<a href="#">WWW-91</a>	Campus	Calendar Release 1.4	Charles McIntyre	Andre Daniels	3	7. Post Review	8/11/2009
RFC	<a href="#">WWW-81</a>		Enforce SSL on administration site	Andre Daniels	Andre Daniels	3	4A. Building	8/14/2009
RFC	<a href="#">WWW-75</a>	Department	Install SP2 in its-prod-moss-1	Andre Daniels	Matt Henderson	3	4B. Technical Review	8/25/2009
RFC	<a href="#">CT-71</a>	Workgroup	Modify IT Request project's Users role to effect Browse Projects and Create Issue permissions	monte-admin	monte-admin	3	Closed	8/11/2009
RFC	<a href="#">CT-60</a>	Division	Onboard CRT to use CRT	Marian Sherrin	Marian Sherrin	4	7. Post Review	8/3/2009
RFC	<a href="#">CT-56</a>	Campus	Onboard ITRequest Tool	Linda Rosewood	Marian Sherrin	5	7. Post Review	8/10/2009
RFC - Pre Approved	<a href="#">CM-88</a>	Campus	Pre-approved: Blacklist IP addresses	Jane Nyberg	Jane Nyberg	3	Closed	8/17/2009
RFC - Pre Approved	<a href="#">CM-86</a>		Family Student housing request for whitelist	Jane Nyberg	Jane Nyberg	3	6. Implementing	8/4/2009

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