

SUMMARY for February 2009:

- The outages and performance issues with CruzMail definitely stole the show during the month of February.
- Our outage statistics, both planned and unplanned, returned to the same downward trend from the past 12 months.
- The IdM project go-live was delayed one week because of the issues with CruzMail. They are currently scheduled for go-live March 3 to 5.
- We have officially launched the Change Request Tool (CRT) to automate the Change Management process. Currently, CruzMail, WWW and FIS are using CRT to manage their changes.

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

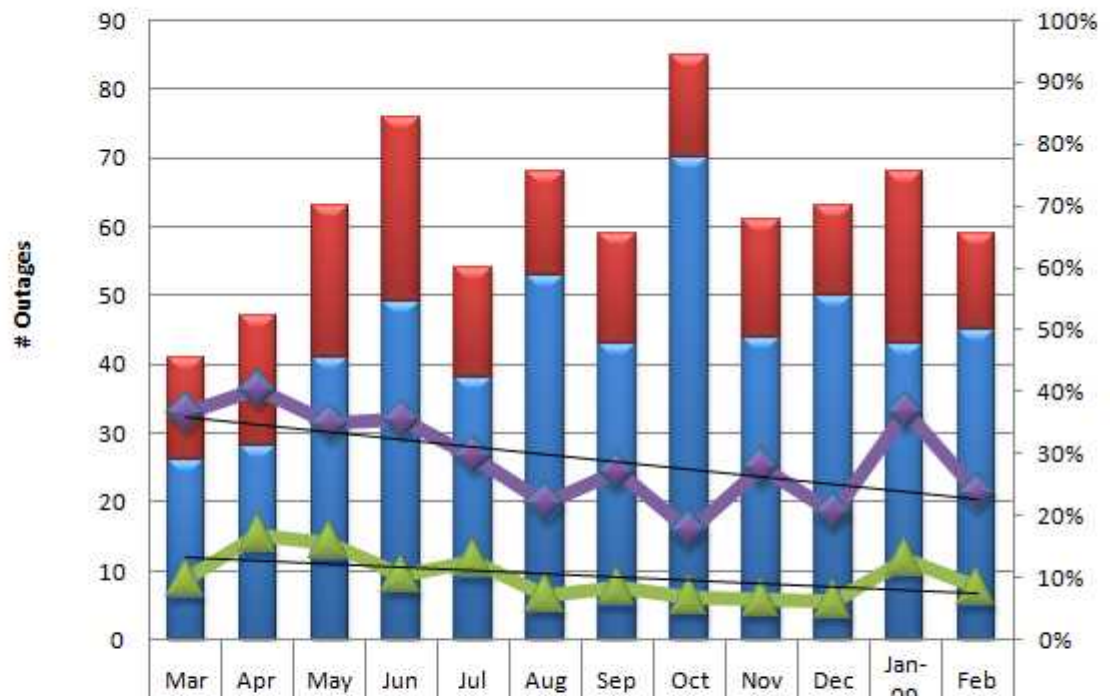
REMINDERS:

- **Thank you for reminding all staff** that it is ITS policy to report all planned and unplanned outages. See <http://its.ucsc.edu/scupdate>
- View the [ITS Guidelines for Maintenance Windows](#)
- View the authoritative schedule for ITS at: http://its.ucsc.edu/maintenance_calendar

Thank you!

Charles

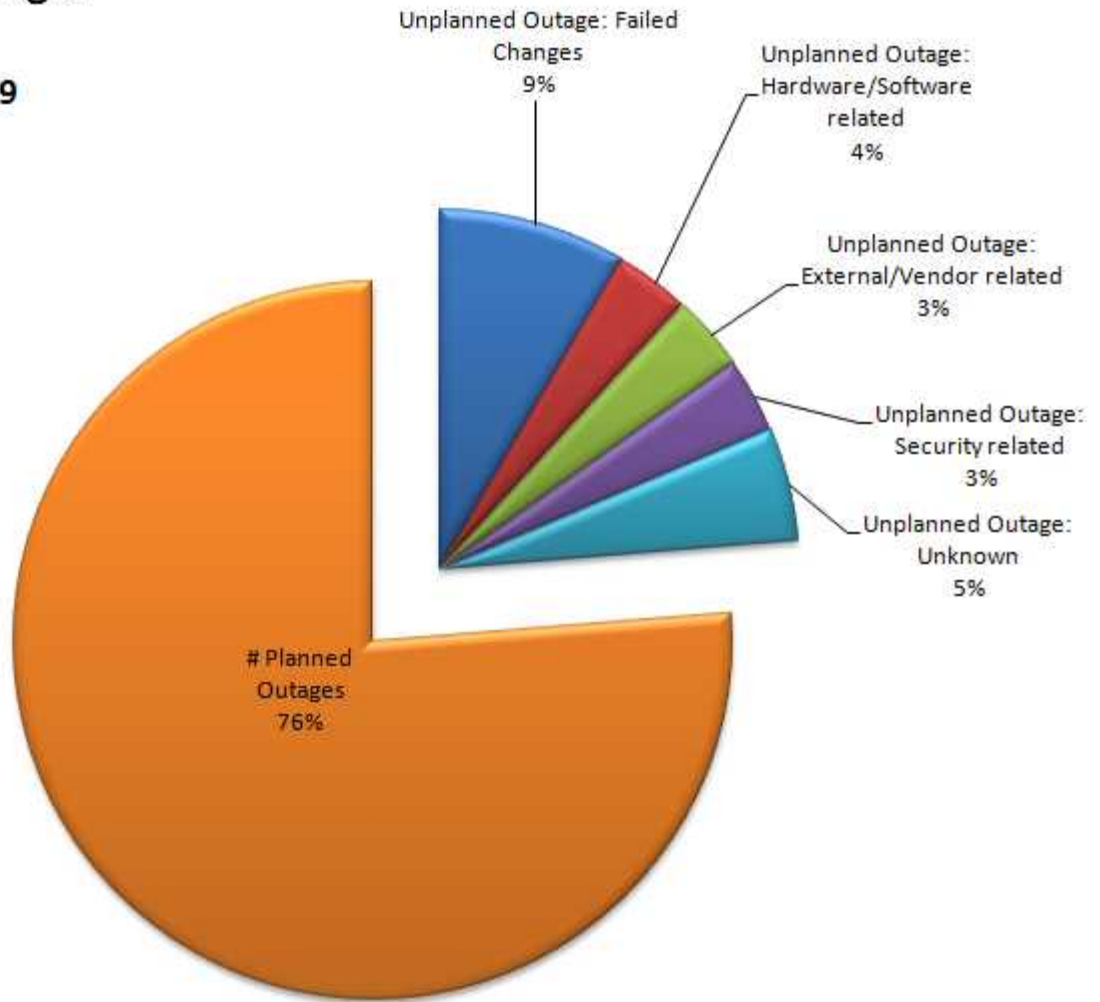
ITS Outage Metrics February 2009



■ # Unplanned Outages	15	19	22	27	16	15	16	15	17	13	25	14
■ # Planned Outages	26	28	41	49	38	53	43	70	44	50	43	45
▲ Ratio of Unplanned Outages Caused by Failed Changes to Total Outages	10%	17%	16%	11%	13%	7%	8%	7%	7%	6%	13%	8%
◆ Ratio of Unplanned to Total Outages	37%	40%	35%	36%	30%	22%	27%	18%	28%	21%	37%	24%

February 2009 Causes of ITS Outages

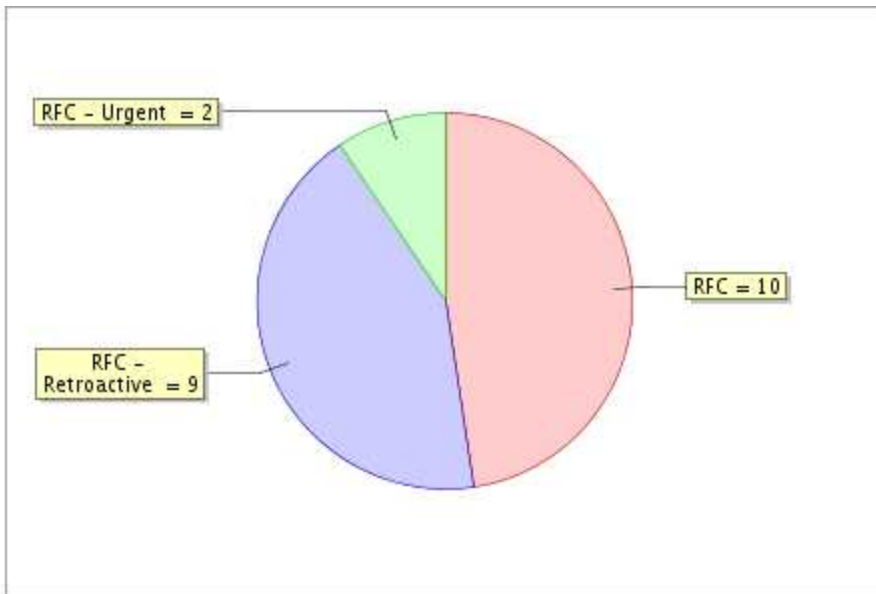
Total Outages = 59



Requests for Changes (RFCs):

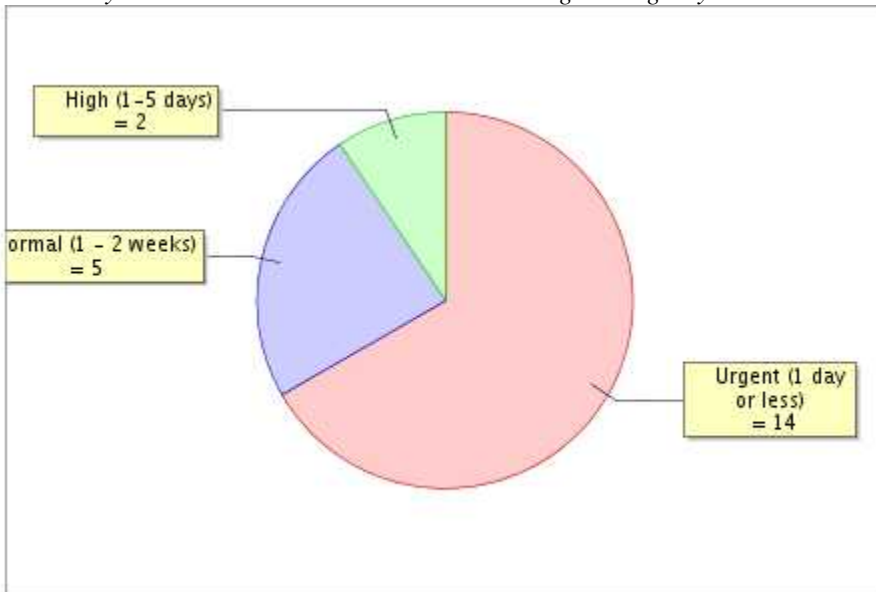
Detailed information about RFCs will be provided by request

Summary of Change Categories



Summary of Urgency.

Note: Many Retroactive RFCs were entered with "Urgent" urgency.



Root causes for unplanned outages:

	Date	Day	Time	Duration	Service / Location	Root Cause
1	2/2	Monday	All Day	Intermittant	CruzMail	unknown
2	2/3	Tuesday	All Day	Intermittant	CruzMail	unknown
3	2/9	Monday	6:30pm - 11:30pm	5h	20 websites & IT Request	Unrecognized dependencies moving databases between firewalls
4	2/10	Tuesday	8:15am - 10:28am	2h 13m	Business Objects	Issue with McAfee v8.7
5	2/10	Tuesday	8:21am - 10:30am	2h 9m	IT Request	DNS issues (mistyped octet)
6	2/10	Tuesday	10:30am - 10:35am	5m	Network at Cowell Student Health	Power cable mistakenly unplugged during unscheduled maintenance

					Center	
7	2/10	Tuesday	6:15pm - 7:30pm	1h 15m	CruzMail	unknown
8	2/17 - 2/18	Tues - Wed	10pm - 8am (Wed)	10h	News and Events on campus website	Database failed to restart after patches applied
9	2/18	Wednesday	1:45pm - 2:39pm	56m	Network at UCO Lick	Collection of compromised systems behind hub25 was disrupting all network connectivity at Lick
10	2/22	Sunday	8:20pm - 9:21pm	1h 1m	ResNet network at College 9	Duplicate IP addresses on vlan1276
11	2/24 - 2/25	Tues - Wed	2:50pm - 1pm (Wed)	22h 10m	Library FileMaker servers	Corrupt files in the Operating System temporarily disabled the machine
12	2/26	Thursday	8:35pm - Midnight	3h 25m	CruzPay	Vendor load tested production service
13	2/27	Friday	11am - 11:25am	25m	CruzPay	Vendor file system error
14	2/28	Saturday	Noon - 1:30pm	1h 30m	Library home page	Network configuration change on other computer

Unannounced outages

	Date	Day	Time	Duration	Service / Location
1	2/9	Monday	6:30pm - 11:30pm	5h	20 websites & IT Request
2	2/10	Tuesday	10:30am - 10:35am	5m	Network at Cowell Student Health Center