

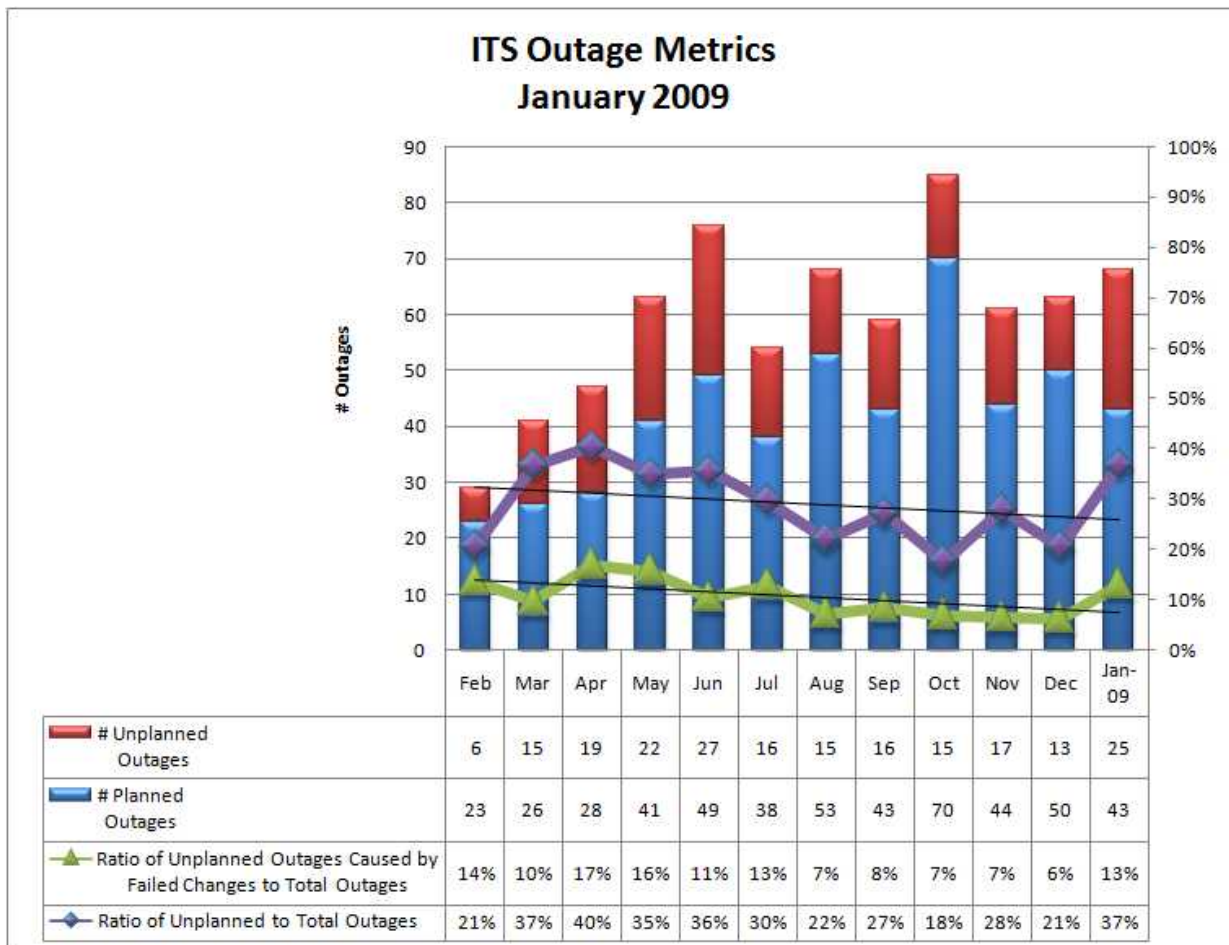
SUMMARY for January 2009

- Our rate of unplanned to total outages increased dramatically in January. Failed changes, hardware and software issues were the primary factors that contributed to this increase.
- The telephone upgrade over the weekend of January 16-18 was a great success. Congratulations to the Core Tech team and everyone else involved in this!
- CruzMail started to experience it's latest set of issues starting mid January.
- IDM and IT Request experienced multiple unplanned outages during January.

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



January 2008 Causes of ITS Outages

Total Outages = 68

