

SUMMARY for July 2009:

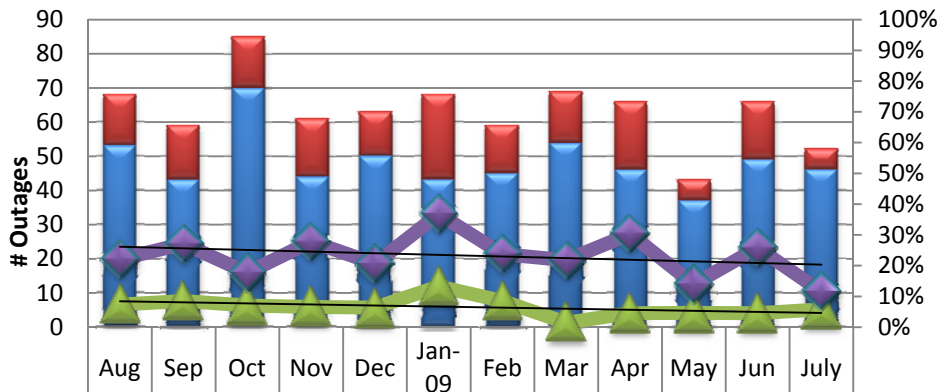
See below for a list of all implemented RFCs, Root Causes for Unplanned Outages and Unannounced Outages.

- 2008/09 Service Level Agreement reviewed and new targets set for 2009/10:
 - SLA: Minimize unintended service disruptions or other impacts to the campus as a result of changes in the production environment.
 - 2008/09 Summary
 - Focus on change management through the year showed good results.
 - Outages due to failed changes dropped from 17 (9.3%) in Summer'08 to 8 (4.6%) in Spring'08 Quarter.
 - 2009/10 Goals
 - Outages due to failed changes: ≤ 9 per quarter (~5%)
 - Ratio of Unplanned to Total Outages: $< 25\%$
- July unplanned outages dropped to only 12% of total outages.
 - We had three outages caused by changes in our environment with unintended consequences:
 - Vendor Patches/Upgrades (2)
 - Office/Phone Moves (1)
 - Two others were caused by a hardware failure in our file system (AFS) compounded by incomplete implementation of redundancy.
 - One outage cause is still unknown.
- There were 13 changes approved and logged on the Change Request Tool:
 - Web services - 8 (62%)
 - CruzMail – 3 (23%)
 - Change Request Tool itself – 2 (15%)

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

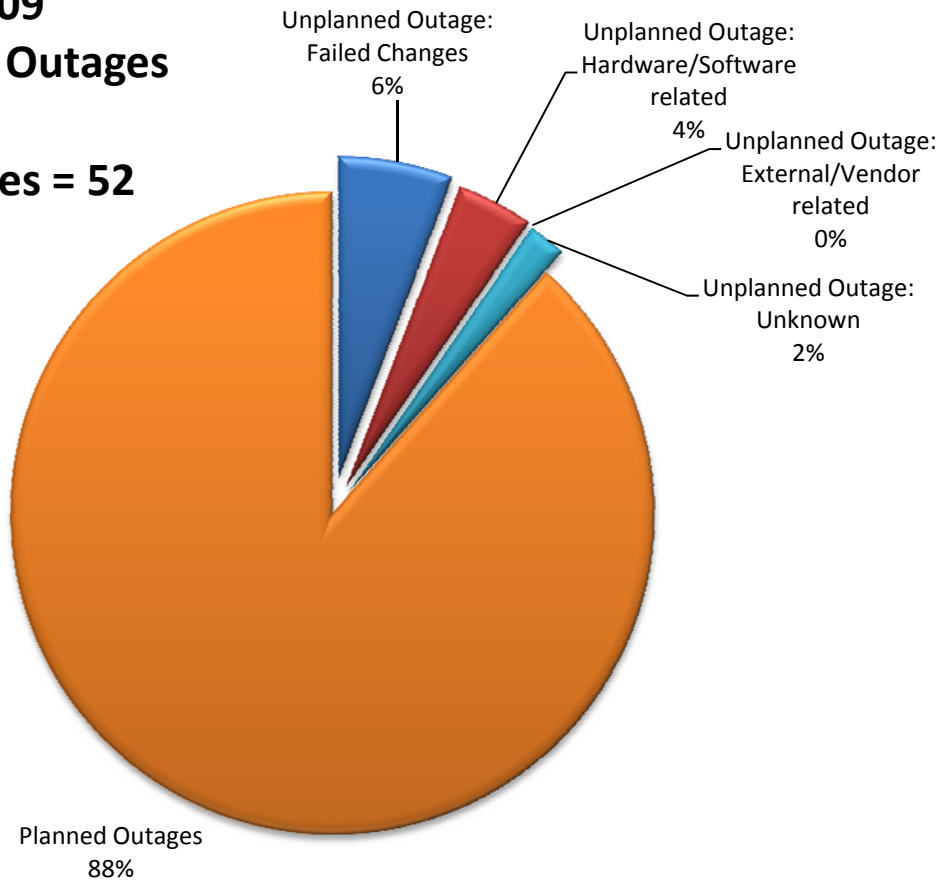
ITS Outage Metrics July 2009



# Unplanned Outages	15	16	15	17	13	25	14	15	20	6	17	6
# Planned Outages	53	43	70	44	50	43	45	54	46	37	49	46
Ratio of Unplanned Outages Caused by Failed Changes to Total Outages	7%	8%	7%	7%	6%	13%	8%	1%	5%	5%	5%	6%
Ratio of Unplanned to Total Outages	22%	27%	18%	28%	21%	37%	24%	22%	30%	14%	26%	12%

July 2009 Causes of ITS Outages

Total Outages = 52

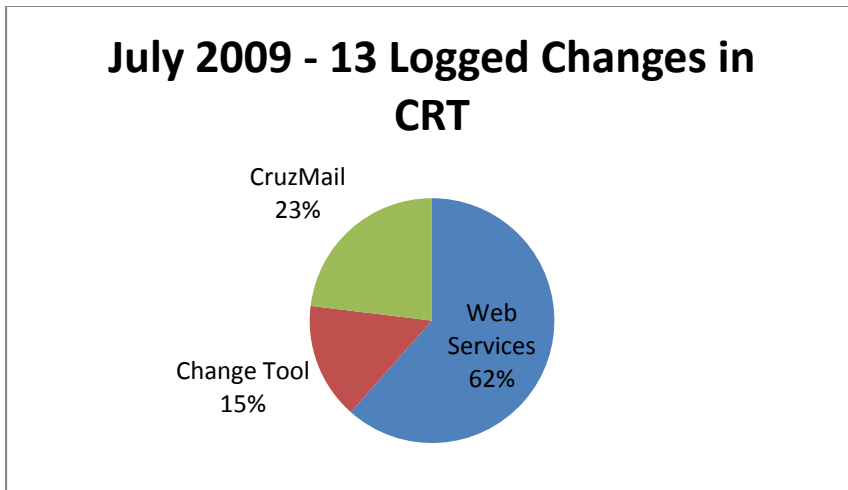


Root causes for unplanned outages:

Time	Duration	Service/ Location	Root Cause	Contact	Comments
3:15pm-3:45pm	30m	Some campus phones	Failed Change	Matt McKenna/ Terry Textor	Related to move of Teacher Center.
7:30am-July 8th	TBD	UC Extension Enrollment Manager	Failed Change	Dave Van Unen	Continued getting errors until fixed 7/8/09. Only caused minor interruption to business unit so only counting as one day.
1:15pm-2pm	45m	Campus News & Events Website	Unknown	Charles McIntyre	SQL Traffic not routing properly through one of two NICs. Required SQL Host Firewall changes to fix (not yet to root cause).
8:45pm-Midnight	3h 15m	AFS outage impacting multiple web services	Hardware	Eric Keisler	Hardware failed, but redundancy was not implemented completely which would have minimized the impact of the HW failure. Corrective action expected to be implemented in August '09.

Midnight-5:30pm	17h 30m	AFS outage impacting multiple web services	Hardware	Eric Keisler	See above (7/26/09).
6:40am-10:20am	3 hr 50m	Campus News & Events Web Content	Failed Change	Austin Camp-Sassarini/ Charles McIntyre	Implemented updates to the AD domain controller and re-booted. The reboot cause an older version of the group policy (which contained the SQL server's firewall settings) to be applied that took removed connectivity to the content. Side Note: Log size was insufficient to do a good analysis and is being increased.

REQUEST FOR CHANGE (RFC) Summary (By Project)



RFC Details

Issue Type	Key	Summary	Assignee	Reporter	Priority	Status	Due Date
RFC - Pre Approved	WWW-89	campaign alias for www	Jacques Delsemme	Jacques Delsemme	3	Closed	7/31/2009
RFC - Retroactive	WWW-88	How to put a maintenance page on www2, www2-dev, and people	Jacques Delsemme	Jacques Delsemme	3	Closed	7/27/2009
RFC - Retroactive	WWW-86	Enhanced debugging prints for SQL connections	Andre Daniels	Andre Daniels	3	7. Post Review	7/20/2009
RFC	WWW-61	Deploy default robots.txt file	Jacques Delsemme	Charles McIntyre	2	6. Implementing	7/27/2009
RFC	WWW-58	Scan for security weaknesses in /afs/cats.ucsc.edu/www	Jacques Delsemme	Charles McIntyre	1	6. Implementing	7/27/2009
RFC	WWW-57	Scan for writable directories in	Jacques Delsemme	Charles McIntyre	1	6. Implementing	7/27/2009

		/afs/cats.ucsc.edu/www					
RFC	WWW-56	Change unit webadmins ACLs in AFS from "all" to "write".	Jacques Delsemme	Charles McIntyre	1	6. Implementing	7/27/2009
RFC	WWW-55	www2: limit php to directories/sites that need it	Jacques Delsemme	Charles McIntyre	1	6. Implementing	7/27/2009
RFC	CT-63	Change CruzMail Notificaton Scheme to "Watchers"	Marian Sherrin	Marian Sherrin	5 (Lowest)	7. Post Review	7/16/2009
RFC	CT-62	Change documentation to include FIS documentation	Monte A Gants	Monte A Gants	3	Closed	7/8/2009
RFC	CM-83	ITS Filemaker Pro Whitelisting	Heron Leisek	Heron Leisek	3	Closed	7/29/2009
RFC	CM-80	Implement Mailman List Management	Jane Nyberg	Jane Nyberg	3	Closed	7/15/2009
RFC	CM-79	Expunge CruzMail accounts seven months after closure	Jane Nyberg	Jane Nyberg	3	Closed	7/1/2009