

SUMMARY for June 2009:

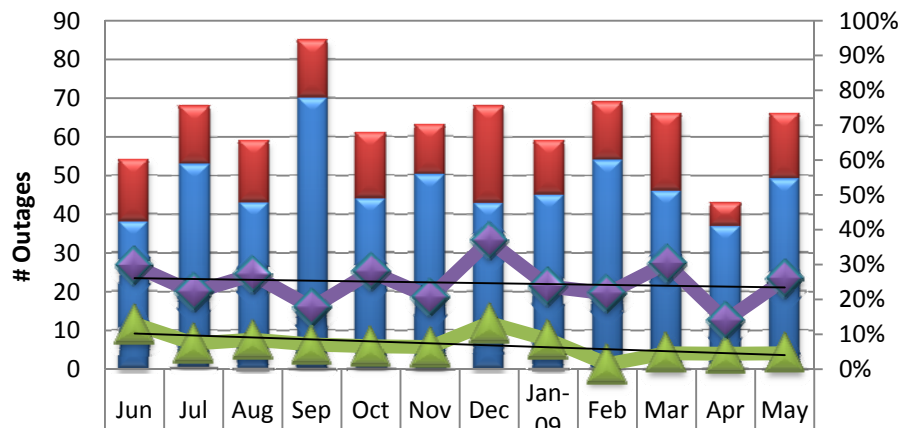
See below for a list of all implemented RFCs, Root Causes for Unplanned Outages and Unannounced Outages.

- Many planned changes occurred for June, following the end of the school year.
- Power outages also plagued the campus on several occasions.
- The ITS Division Operation Center was activated once to manage an FIS outage that occurred during a critical time. Outage was caused by failing switch (hardware).
- All groups need to remember to request appropriate firewall changes when making changes that impact IP addresses and ports.

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

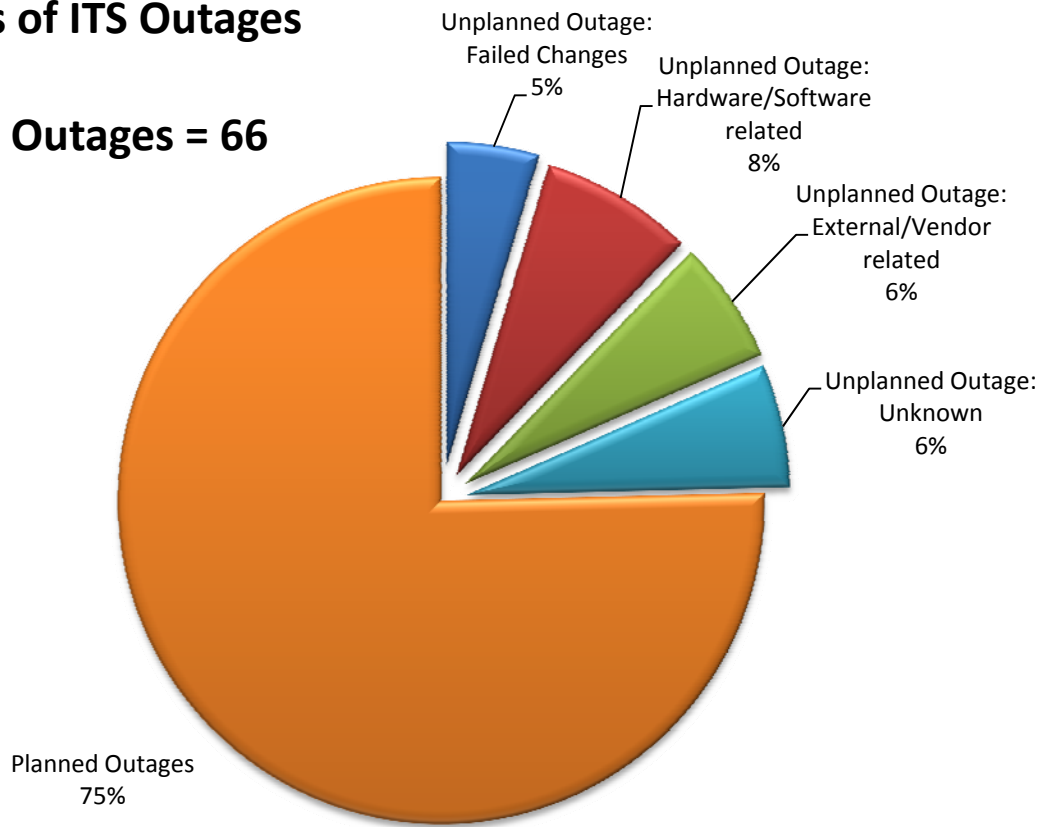
**ITS Outage Metrics
June 2009**



# Unplanned Outages	16	15	16	15	17	13	25	14	15	20	6	17
# Planned Outages	38	53	43	70	44	50	43	45	54	46	37	49
Ratio of Unplanned Outages Caused by Failed Changes to Total Outages	13%	7%	8%	7%	7%	6%	13%	8%	1%	5%	4%	5%
Ratio of Unplanned to Total Outages	30%	22%	27%	18%	28%	21%	37%	24%	22%	30%	14%	26%

June 2009 Causes of ITS Outages

Total Outages = 66

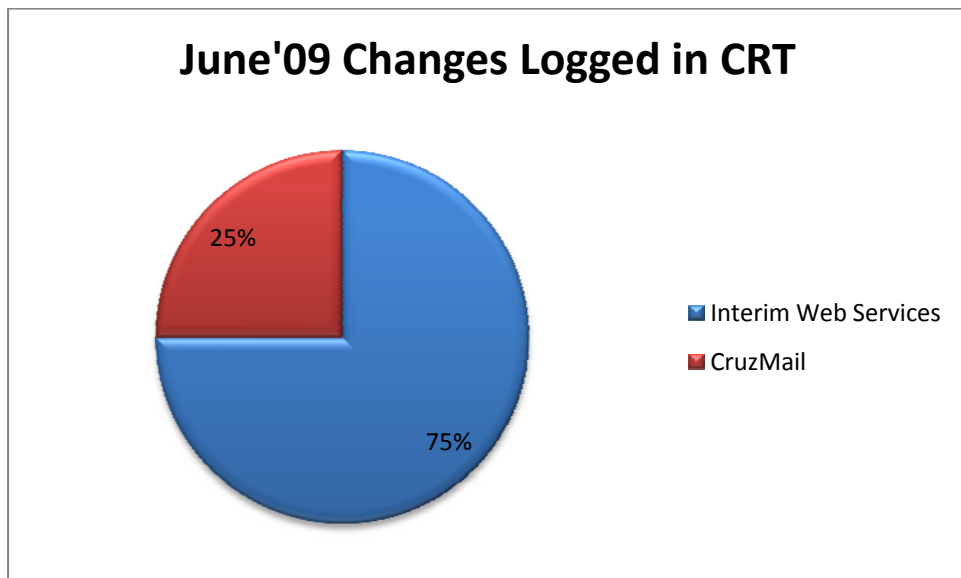


Root causes for unplanned outages:

Start Date	Time	Duration	Service/ Location	Root Cause	Contact	Comments
1-Jun	7am-11am	4h	ITS Collab Tool	Software	Justin James	Collab outage due to running out of server space.
2-Jun	9am-Midnight	15h	FITC	Environmental	Robin Ove	Lab shutdown due to plumbing leak.
3-Jun	Midnight-1pm	13h	FITC	Environmental	Robin Ove	Plumbing leak required asbestos removal.
5-Jun	1:15pm-1:30pm	15m	CruzPay	Vendor	Eileen Foster	Vendor power outage.
9-Jun	4:15pm-5:30pm	45m	Moira	Software	Eric Goodman/Joe Di Lellio	Excessive GID accounts. System will be purged of old accounts.
9-Jun	2:45pm-5:45pm	3h	CruzID (Account) Directory	Failed Change	Charles McIntyre/Jacques Delsemme	Related to WWW change from 6/08/09.
12-Jun	10-10:10am	10m	Cultural Studies Website	Human Error	Brigitte Perot	Accidental deletion of server page. Quickly restored.

13-Jun	7:15am-1:30pm	6h 15m	NASA Ames Network Connection	Unknown	John Haskins	Could have been due to fiber work on NASA Campus. Weekend occurrence had negligible impact.
15-Jun	10:30am-11:40am	1h 10m	SOE (Zimbra) mail server	Software	Derek Pearson	The outage was caused by resource contention that filled up the memory available.
17-Jun	9:30am-10:15am	45m	PBSci Filemaker Pro	Unknown	Brigitte Parot/Rita McCue	
18-Jun	3pm-3:30pm	30m	Library Server - Edgar	Unknown	Frank Dang	May have been caused by a change, but not sure.
19-Jun	2:50pm-4:10pm	1h 20m	Wireless Access Points	Failed Change	Robert Cartelli	Roll back of change caused WAPs to drop off over time. That issues has been fixed and WAPs are now be rebooted to restore.
20-Jun	12:58-2:15pm	1h 17m	Financial.ucsc.edu website	Unknown	Dan Sanderson	Installed updates and rebooted server, website was restored.
24-Jun	6am-9:30am	3h 30m	ITRequest, Biobibnet, OTP	Failed Change	Justin James	Server Move did not go as smoothly as anticipated.
25-Jun	2:12am-2:37pm	12h 30m	FIS & Others	Hardware	John Haskins	Network connectivity root cause was a hardware failure (ASIC microcontroller in a 48-port switch controlling 12 ports).
25-Jun	10:30am-2:15pm	3h 45m	UC Ready	Software	Eric Goodman	Log in system (shibboleth) got hung up after network switch was re-routed.
30-Jun	Midnight-10:30am	10h30m	Remote Access and Others	Power Failure	Kirk Loftis	Power failures at 10:30pm 6/29 to 2:09am 6/30 and again at 7:30am 6/30 causing delay in restoration of non-essential applications.

REQUEST FOR CHANGE (RFC) Summary (By Project)



RFC Details

Displaying 4 issues as at **07/06/09 04:51**.

Issue Type	Key	Summary	Assignee	Priority	Status	Resolution	Created	Updated	Due Date
RFC	WWW-78	Installing OS updates on Production MOSS Servers	Matt Henderson	1	6. Implementing	UNRESOLVED	6/18/2009 11:03	6/23/2009 2:29	6/29/2009
RFC	WWW-77	Headlines Web Part Publish	Andre Daniels	3	6. Implementing	Fixed	5/5/2009 10:35	6/23/2009 11:20	6/25/2009
RFC	WWW-75	Install SP2 in its-prod-moss-1	Matt Henderson	3	6. Implementing	UNRESOLVED	6/10/2009 9:05	6/15/2009 9:06	6/19/2009
RFC	CM-77	Upgrade CGPro to version 5.2.13 on the MX servers	Jane Nyberg	3	Closed	Fixed	5/13/2009 4:50	6/30/2009 6:44	6/18/2009