

Colleagues:

[Apologies for cross-posting]

Please forward to all interested parties.

### SUMMARY for March 2009:

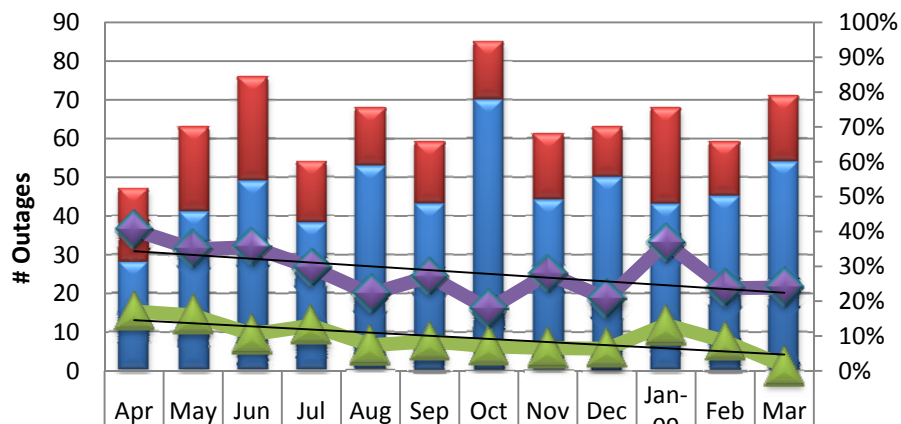
- Percentage of unplanned outages and percent of outages attributed to failed changes both continued their downward trend of the past 12 months.
- No CruzMail outages reported for the month (knock on wood)!
- Business Objects/FMW had a major security related outage (88 hours).
- CruzPay experienced two vendor related outages.
- After launch of the Change Request Tool (CRT) last month, it was the only service with an outage due to a “failed change” when it moved to a new VM cluster.

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 to [sc.update@ucsc.edu](mailto:sc.update@ucsc.edu) . 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](http://its.ucsc.edu/maintenance_calendar)

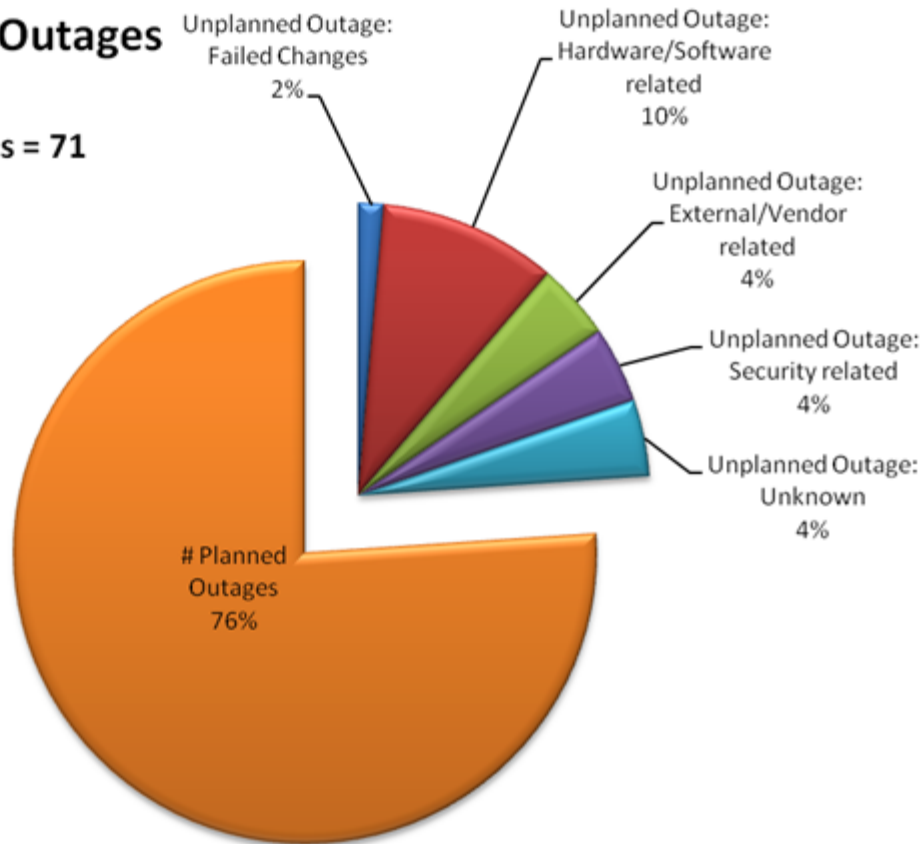
## ITS Outage Metrics March 2009



# Unplanned Outages	19	22	27	16	15	16	15	17	13	25	14	17
# Planned Outages	28	41	49	38	53	43	70	44	50	43	45	54
Ratio of Unplanned Outages Caused by Failed Changes to Total Outages	17%	16%	11%	13%	7%	8%	7%	7%	6%	13%	8%	1%
Ratio of Unplanned to Total Outages	40%	35%	36%	30%	22%	27%	18%	28%	21%	37%	24%	24%

## March 2009 Causes of ITS Outages

Total Outages = 71



### Requests for Changes (RFCs):

Detailed information about RFCs will be provided by request

Start Date	Time	Duration	Service/ Location	RFC	Announced
3/10/2009	9pm-11pm	2h	CruzMail	CM-31	No Outage
3/10/2009	9pm-11pm	2h	CruzMail	CM-32	No Outage
3/17/2009	7pm-8pm	2h	Campus Calendar	WWW-36	Planned Outage

### Root causes for unplanned outages:

March Count	Start Date	Time	Duration	Service/ Location	Root Cause
1	2-Mar	6:30am- 11:25am	4h 55m	CruzPay	External/Vendor Related
2	2-Mar	1:55pm- 2:06pm	0h 11m	Library Access	Hardware Related
3	3-Mar	8:50am- 10am (W)	25h 10m	CruzPay	External/Vendor Related
4	3-Mar	5:30pm- 6:12pm	0h 42m	ResNet Kresge	Software Related
5	5-Mar	10:40am- 11:05am	0h 25m	Filemaker - Library	Unknown
6	5-Mar	10:15pm- 3am	4h 45m	cFile	Hardware Related
7	15-Mar	5:28pm- 10:30pm (M)	28h 58m	Network - NASA Ames	Hardware Related
8	16-Mar	6:10pm- 8:15pm (Fri)	88h 5m	Business Objects and FMW	Security Related
9	17-Mar	10:07am- 2:08pm	4h 1m	Virtual Computer Lab	Security Related

10	18-Mar	8pm- 7:20am (Th)	11h 20m	Change Request Tool (CRT)	Failed Change
11	23-Mar	3:30pm-8:15pm	4h 45m	WWW-2 email function block	Security Related
12	25-Mar	10:05am- 10:35am	0h 30m	CruzID Manager	Software Related
13	25-Mar	11:30am- 1:30pm	2h	Phones - Crown Merrill	Unknown
14	26-Mar	11am- 11:50am	0h 50m	Infoview	Unknown
15	27-Mar	6:45pm-2:08pm (F)	19h 23m	Network - Campus PBSci, Devon Construction, Crown College, College 8, Sinsheimer, Science Library, Humanities, Various Hubs)	Power Failure on Campus
16	30-Mar	12N- 12:44pm	0h 44m	Library Directory	Software Related
17	31-Mar	4:55pm- 5:15pm	0h 20m	CruzID Manager	Software Related