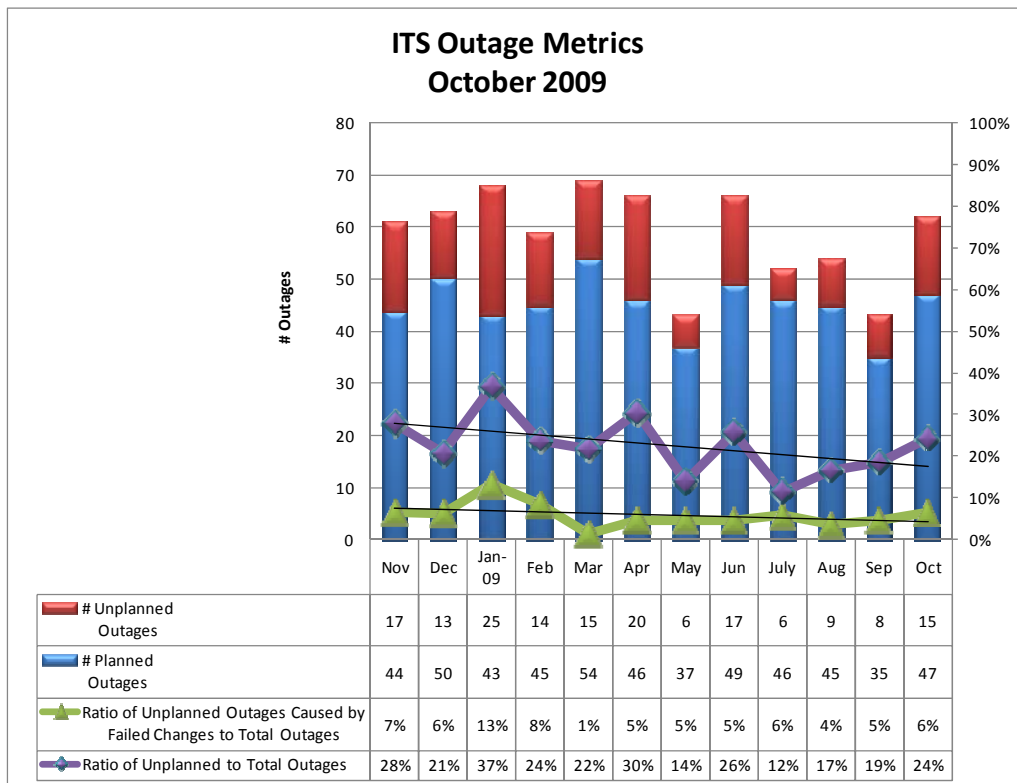


SUMMARY for October 2009:

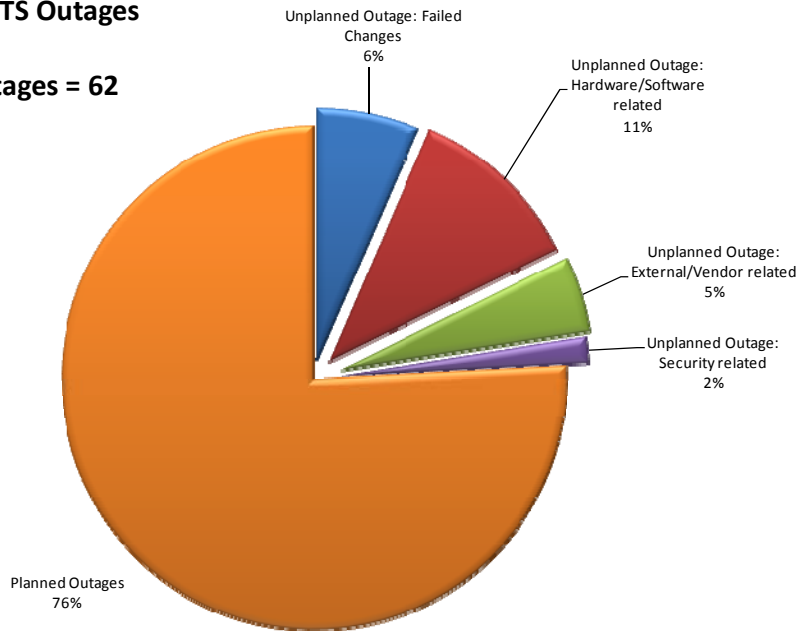
See below for a list of all implemented RFCs, Root Causes for Unplanned Outages and Unannounced Outages.

- Congratulation to all! We met our goals for the first quarter of the 2009/10 fiscal year!
 - ✓ Goal: Outages due to failed changes: ≤ 9 per quarter (~5%)
 - ✓ **Goal Met! July-September: There were 7 outages due to failed changes**
 - ✓ Goal: Ratio of Unplanned to Total Outages: < 25%
 - ✓ **Goal Met! July – 12% ; August – 17% ; September – 19%**
- October unplanned outages was 15 or 24% of total outages. Barely under our goal of <25%. None had serious campus business impacts, though BioBibNet, OTP, and Academic Staff Directory were missed by campus when they were out for over 24 hours due to an application being installed on the server without the knowledge of APM suggesting a security breach (which it was not). A full after action report is available upon request.
- 5 outages were caused by hardware failures
- 4 outages were caused when changes were made (failed changes) (the above BioBibNet, OTP, and Academic Staff Directory counted for 2 as it covered two days.
 - This is nearly half of our commitment for the quarter (Oct-Dec) (<9).
- 3 outages were attributed to Power failures.
- We on-boarded IDM, EVC/CBO (Singularity), UR/ADFS into the Change Request Tool (CRT) during October. There were 20 changes approved and logged on the Change Request Tool for implementation in October for all onboarded services/applications.
 - CruzMail – 5 (25%)
 - Web services - 2 (10%)
 - IDM – 3 (15%)
 - EVC/CBO – 2 (10%)
 - UR/ADFS - 0
 - IT Request – 1 (5%)
 - Change Request Tool itself – 7 (35%)



October 2009 Causes of ITS Outages

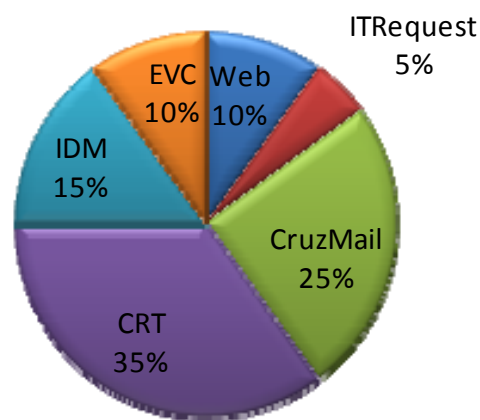
Total Outages = 62



Root causes for unplanned outages:

Start Date	Time	Duration	Service/ Location	Root Cause	Contact	Comments
1-Oct	8:38am-8:48am	10m	PBSci Website	Hardware	Stephen Hauskins	The server basically crashed. Could have been a power glitch.
2-Oct	11am-11:54am	54m	MyUCSC Portal and Cognos AIS Reports	Security Related	Greg Gaither	The process of re-certification caused a vendor to publish a revocation which caused some browsers to deny access. Full after action report available.
5-Oct	Midnight-9:35am	9h 35m	IDM Manager	Failed Change	Jeffery Crawford	
6-Oct	10:40am-10:55am	15m	Software Download Site	Hardware	Mikey Orr	AFS Volume Corruption
8-Oct	11:37am-1pm	1h 22m	Resnet at Oaks Dorm	Hardware	Hitten Thakkar	ITR#208115 Flapping interface, replaced cable.
14-Oct	2:45pm-6:25pm	3h 40m	Network at UCSC Inn & 2901 Mission (EPC & Conf services)	Hardware	Michael O'Connell	ITR#208970 Reseated card.
15-Oct	11:15am-Indefinite	indefinite	IC Virtual Lab - Pilot	Hardware	Jim Philips/ David Foster	
15-Oct	12:30pm-5pm	5h 30m	Network & Power at College 8	Power Outage	Paul Marundee	Power outage Friday night caused several service outages (#208972? Porter)
17-Oct	1:13am-9:13am	8h	Network in Sci Lib, Baskin Eng, and Cowell Res.	Power Outage	John Haskins	
19-Oct	7:55am-9:35am	1h 40m	darwin.ucsc.edu	Failed Change	Stephen Hauskins	Upgraded on 10/17/09 (Sat). Outage was caused by a configuration error on the RAID.
19-Oct	10:35am-11:05am	30m	Library mail and rt.ucsc.edu	Power Outage	Frank Dang	
21-Oct	8:02pm-8:28pm	26m	Campus Events Calendar and News&Events site (www).	Human Error	Dan Sanderson	ITR#209852 Its-prod-sql-06, www sql server. Server was accidentally rebooted instead of its-prod-sql-05 as instructed. Human Error.
26-Oct	3:30pm-midnight	8h 30m	BioBibNet, OTP, and Academic Staff Directory	Failed Change	Charles McIntyre	ITR#210525 Ledge Server Day 1 also ITR#210279 Unannounced from 3:30pm-5:50pm.
27-Oct	Midnight-5:30pm	17h 30m	BioBibNet, OTP, and Academic Staff Directory	Failed Change	Charles McIntyre	There was believed to be a security breach but the 'invader' was a change made (installation of Bug tracker - Mantis) without proper communication.
27-Oct	10:38am-11:01am	23m	ID Manager	Software	Eric Goodman	ITR#210483

Request For Change (RFC) Summary (by Service/Application Type)



RFC Details

Issue Type	Key	Summary	Assignee	Reporter	Priority	Status	Due Date
RFC - Urgent	WWW-100	Move BioBibNet and Academic Staff Directory to www2	Charles McIntyre	Charles McIntyre	0	7. Post Review	10/27/2009
RFC	WWW-98	Add m4v and flv mime types	Andre Daniels	Andre Daniels	3	6. Implementing	10/28/2009
RFC	ITR-6	Set up app servers to use a local mail transport agent (MTA) instead of directly using smtp.ucsc.edu	Justin James	Justin James	3	6. Implementing	10/6/2009
RFC - Retroactive	IDM-7	BUG:CruzID Manager logging sensitive data	Eric Goodman	Eric Goodman	1	Closed	10/5/2009
RFC	IDM-5	Add "SlugMail valid password chars" warning to CruzID Manager	Eric Goodman	Eric Goodman	2	Closed	10/13/2009
RFC	IDM-1	Data Center VPN data and authN access	Eric Goodman	Eric Goodman	3	Closed	10/20/2009
RFC - Retroactive	EVC-3	IGNORE - Test ONLY	Justin the Administrator	Stephanie Nielsen	4	Postponed	10/27/2009
RFC	EVC-2	Add New class to Singularity Archive and modify reporting environment for new class creation	Stephanie Nielsen	Stephanie Nielsen	4	Closed	10/27/2009
Sub-task	CT-88	CT-54 Change Build Authority to Charles McIntyre	Marian Sherrin	Marian Sherrin	3	Closed	10/22/2009
Sub-task	CT-87	CT-54 Determine what Change Mgmt Project MOSS should be part of and move.	Marian Sherrin	Marian Sherrin	3	Open	10/30/2009
Sub-task	CT-86	CT-54 Determine how to divide Change Authority Role between Change Mgr and Functional Mgr (review Marian's Recommendations)	Charles McIntyre	Marian Sherrin	3	Open	10/23/2009
Sub-task	CT-85	CT-54 Discuss feasibility and consequences of adding a "BUG" issue type to CRT for CM.	Justin James	Marian Sherrin	3	Open	10/30/2009
Sub-task	CT-84	CT-54 Test Revision of Workflow from V3 to V2.2 in Stage. Apply to production if fesible.	Justin James	Marian Sherrin	3	Open	10/16/2009
RFC	CT-59	Onboard Universitiy Relation tools (ADFS/Campus Call/immobile)	Marian Sherrin	Marian Sherrin	5	6. Implementing	10/30/2009
RFC	CT-57	Onboard EVC Office Tools	Marian Sherrin	Marian Sherrin	5	7. Post Review	10/1/2009
RFC - Pre Approved	CM-93	Whitelist imodules.com	Jane Nyberg	Jane Nyberg	3	Closed	10/8/2009
RFC	CM-90	Mailman - Modify Forwarding	Jane Nyberg	Jane Nyberg	3	7. Post Review	10/15/2009
RFC	CM-85	Broadcast Message System- change the backend to use MassMail	Jane Nyberg	Jane Nyberg	3	Postponed	10/30/2009
RFC	CM-50	Upgrade Spam Assassin on MX servers	Jane Nyberg	Jane Nyberg	3	Closed	10/29/2009
RFC	CM-49	Upgrade ClamAV on Cluster and MX	Jane Nyberg	Jane Nyberg	3	Closed	10/28/2009