

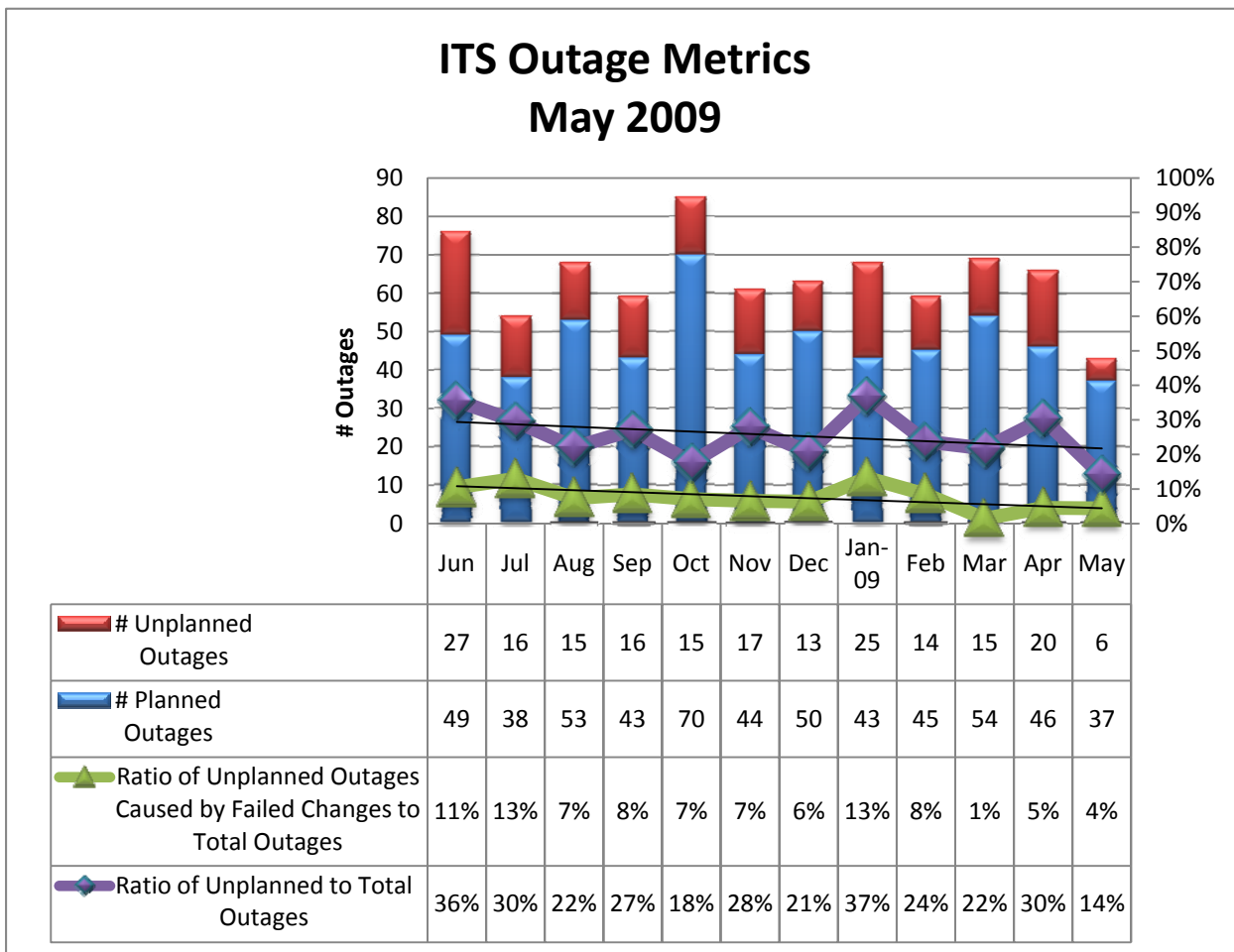
**SUMMARY for May 2009:**

- Improving trend for overall outages and lowest month ever for number of unplanned outages!
- On-boarding plans continue for Interim Web Services (IWS), ITRequest, Change Request Tool, and Data Center Firewalls. One Change Management training course was held in May with 14 attendees. Total trained to date 34.

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

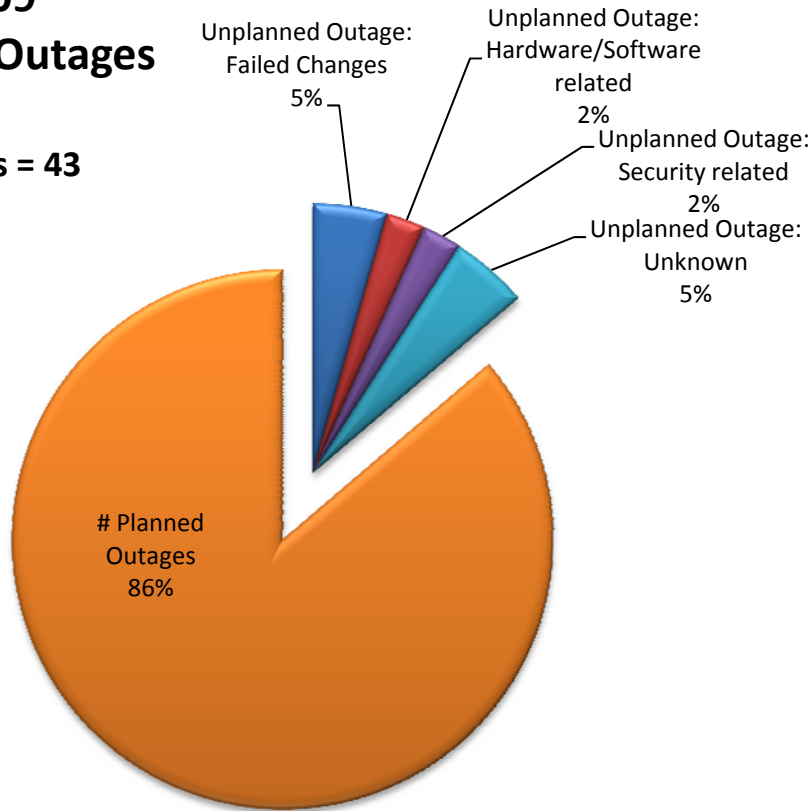
**REMINDERS:**

- 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](http://its.ucsc.edu/maintenance_calendar)



# May 2009 Causes of ITS Outages

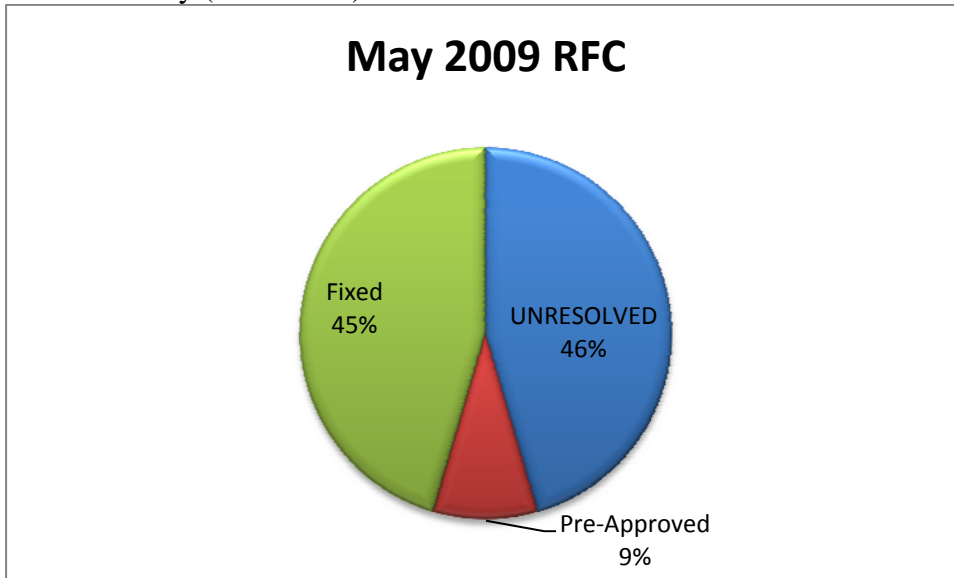
Total Outages = 43



## Root causes for unplanned outages:

May	Start Date	Time	Duration	Service/ Location	Root Cause	Contact	Comments
1	1-May	Midnight-9:55am	9h 55m	CruzTime on the WEB	Failed Change	John Landahl	Root cause: Insufficient testing of change to URL Index (checked http://, but not https://) - New BKM
2	6-May	8:30am-9:03am	33m	ITRequest	Unknown	Justin James/Ken Garges	Required Apache reboot
3	12-May	11am-3:45pm	4h 45m	Connexus	Failed Change	Monique Leduc/ Eric Goodman	Failed Change to shibboleth. Cut-and-paste error with no error checking fom vendor.
4	15-May	9:30am-4:30pm	7h	WWW2 Webform	Security Related	Jacques Delsemme	SPAM incident resolution work.
5	19-May	3:10pm-3:20pm	10m	CruzID Manager	Hardware/Software	Eric Goodman/Troy Wright	We did a rolling restart and all is well. May be related to a bug in our M4 code base which is writing email address that are too long into our Moira table (address should only be cruzid not cruzid@...)
6	20-May	12:45pm-1:30pm	45m	Resnet at College 9	Unknown	Paul Marundee	Resnet came back up with no action taken.

## RFC Summary (Resolution)



## RFC Details

Project	Key	Summary	Issue Type	Status	Priority	Resolution	Assignee	Due Date
Interim Web Services	<a href="#">WWW-54</a>	Monthly OS Patching	RFC	Closed	3	UNRESOLVED	Andre Daniels	5/25/2009
Interim Web Services	<a href="#">WWW-51</a>	Renew certs on www and www-test	RFC	Closed	2	Pre-Approved	Andre Daniels	5/5/2009
Change Request Tool	<a href="#">CT-43</a>	Change notification scheme on WWW to less chatty (Watchers) scheme	RFC	7. Post Review	3	UNRESOLVED	Charles McIntyre	5/11/2009
CruzMail	<a href="#">CM-78</a>	Grow NetApp Volumes	RFC	Closed	3	Fixed	Jane Nyberg	5/19/2009
CruzMail	<a href="#">CM-76</a>	Viewpoint Webskin - Correct spacing of icons	RFC	Closed	3	Fixed	Jane Nyberg	5/14/2009
News & Events	<a href="#">NEWS-9</a>	SQL Connection Issues	Improvement	Open	3	UNRESOLVED	Andre Daniels	5/29/2009
News & Events	<a href="#">NEWS-8</a>	Security Enhancements	Improvement	Open	3	UNRESOLVED	Andre Daniels	5/29/2009
MOSS	<a href="#">MOSS-9</a>	Install MOSS SP2 in moss-dev-web-1	Improvement	Closed	2	Fixed	Matt Henderson	5/15/2009
Campus Calendar	<a href="#">CAL-23</a>	Update to offline and error page	Improvement	Closed	3	Fixed	Andre Daniels	5/20/2009
Campus Calendar	<a href="#">CAL-22</a>	Security Enhancements	Improvement	Open	3	UNRESOLVED	Andre Daniels	5/29/2009
Campus Calendar	<a href="#">CAL-16</a>	Enforce max length on sponsor field	Improvement	Resolved	3	Fixed	Andre Daniels	5/27/2009