SUMMARY for March 2015:

See below for a list of Root Causes for Unplanned Outages.

ITS Changes and outages continue to meet goal.

37.9% of all planned changes were documented in IT Request.

- Ratio of Unplanned to Total Outages & Maintenance Events:

Month	Unplanned to Total Outages	Unplanned to Total Events
January	45%	23%
February	21%	11%
March	19%	11%

- Goal for 2015-16: 100% of changes documented in IT Request.
  - **January** Planned: 33.8% Unplanned: 34.8%
  - **February** Planned: 42.6% Unplanned: 61.5%
  - **March** Planned: 37.9% Unplanned: 30.8%

- Goal: Outages due to failed changes: ≤ 9 per quarter (~5%) **Winter Quarter:** 7

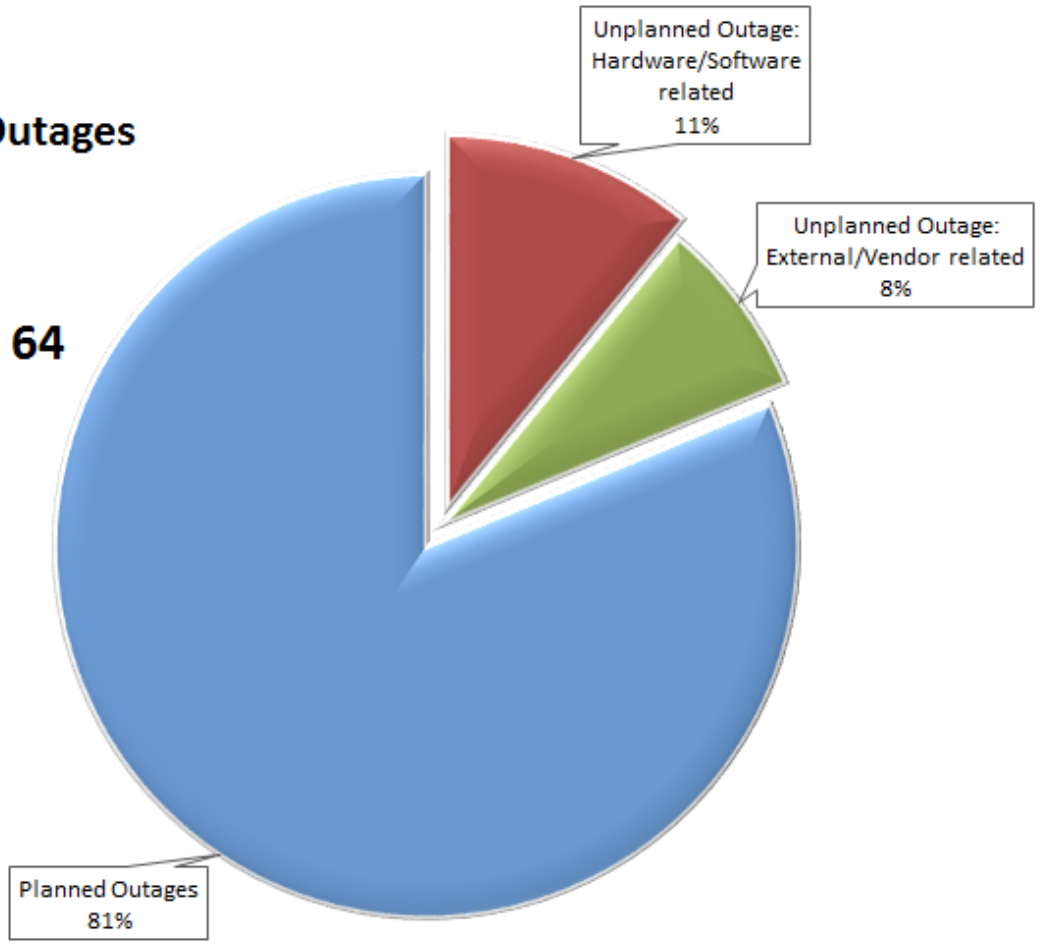
  Note: Failed Changes include outages caused by unintended consequences of a change. This implies that we could have avoided the unplanned outage if we had planned or executed the change better.
  - **January** 6
  - **February** 1
  - **March** 0

- March Unplanned Outages Summary = 12
  - 4 outages were caused by software issues
  - 4 outages were caused by vendor issues
  - 3 outages were caused by hardware issues
  - 1 outage was caused by power failure

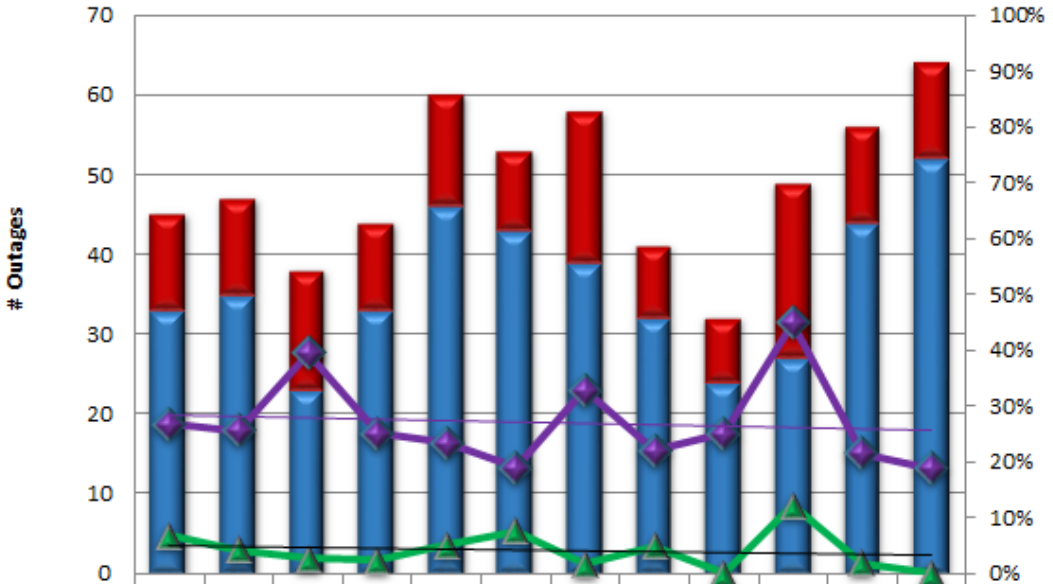
March 2015

Causes of ITS Outages

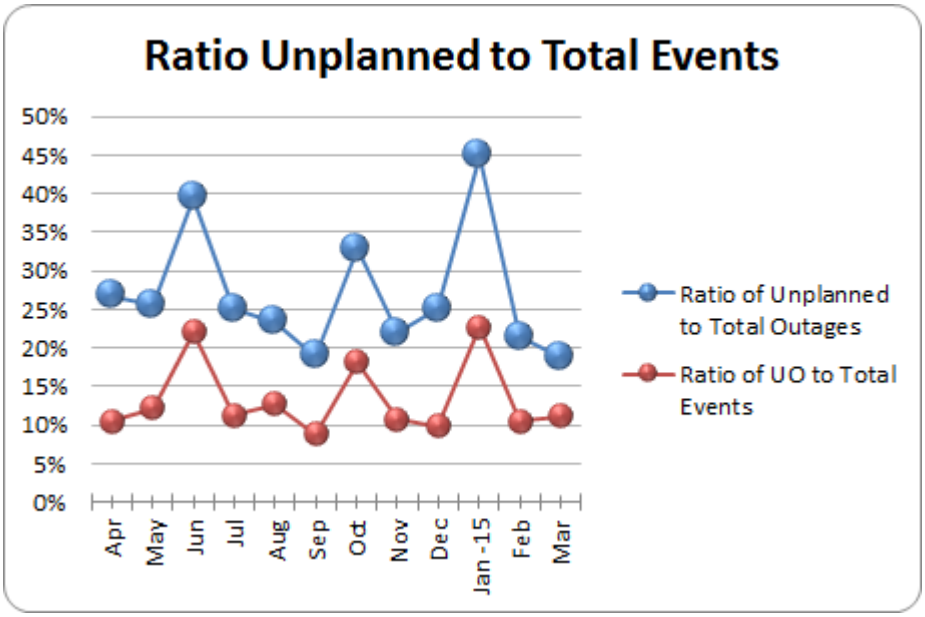
Total Outages = 64



ITS Outage Metrics
March 2015



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan - 15	Feb	Mar
# Unplanned Outages	12	12	15	11	14	10	19	9	8	22	12	12
# Planned Outages	33	35	23	33	46	43	39	32	24	27	44	52
Ratio of Unplanned Outages Caused by Failed Changes to Total Outages	7%	4%	3%	2%	5%	8%	2%	5%	0%	12%	2%	0%
Ratio of Unplanned to Total Outages	27%	26%	39%	25%	23%	19%	33%	22%	25%	45%	21%	19%



Unplanned Outage Details

March 2015 Count	Day of Week	Start Date	Time	Coverage Start Time	Duration	Service/ Location	Root Cause	Contact	Comments	Ticket?
1	Wednesday	4-Mar-15	3:08 am - 3:45 pm	Day	40 minutes	Outage of CruzCat Library Catalog System	Software	Tasha Bales	Vendor fixed the problem	INC0230914
2	Thursday	5-Mar-15	3:11 am - 8:45 am	Day	5 hours	Outage of CruzCat Library Catalog System	Software	Tasha Bales	Same problem, some issues just came up again.	
3	Friday	6-Mar-15	11:30 am - 12:15 pm	Day	1 hour	Outage of InfoView	Software	Kimberly Register		
4	Friday	6-Mar-15	1:30 pm - 2:30 pm	Day	1 hour	Outage of FIS	Software	Monique Leduc	Credit goes to Cliff and ZFS	
5	Tuesday	10-Mar-15	11:43 pm - 12 am	Night	15 minutes	Outage of Filemaker	Hardware	Matthew Henderson		
6	Wednesday	11-Mar-15	All day	Day	All day	Outage of Google-GADS sync	Vendor	Troy Wright	Issue at Google	
7	Friday	20-Mar-15	3:30 pm - 4:30 pm	Day	1 hour	jobs.ucsc.edu	Vendor	Amy Kile		
8	Friday	20-Mar-15	4:40:00 PM - 12 am	Night	6 hours	Comodo InCommon Certificate Manager	Vendor	Julie Goldstein		
9	Friday	20-Mar-15	5:30 pm - 9:15 pm	Night	4 hours	UPS2 Serviced Applications	Hardware	Michael Cromwell	Affected astrophysics Clusters	
10	Saturday	21-Mar-15	3:30 pm - 11 pm	Night	8 hours	Development Server Zone	Power Failure	Carol Jordan		INC0229550
11	Tuesday	24-Mar-15	4 pm - 12 am	Night	8 hours	IPTV	Vendor	Jeff Wagner		
12	Saturday	28-Mar-15	All day	All day	All day	ResNet networks at Crown Leonardo	Hardware	John Haskins		INC0235835