SUMMARY for October 2015:
See below for a list of Root Causes for Unplanned Outages.
ITS Changes and outages continue to meet goal.

38.7% of all planned changes were documented in IT Request.

- Ratio of Unplanned to Total Outages & Maintenance Events:

<table>
<thead>
<tr>
<th>Month</th>
<th>Unplanned to Total Outages</th>
<th>Unplanned to Total Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>19%</td>
<td>11%</td>
</tr>
</tbody>
</table>

- Goal for 2015-16: 100% of changes documented in IT Request.
  - October Planned: 38.7% Unplanned: 57.7%

- Goal: Outages due to failed changes: ≤ 9 per quarter (~5%)
  
  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.
  - October - 4

- October Unplanned Outages Summary = 16
  - 5 outage(s) were caused by hardware issues
  - 4 outage(s) were caused by failed changes
  - 4 outage(s) were caused by software issues
  - 2 outage(s) were caused by vendor issues
  - 1 outage(s) was caused by a power failure
October 2015
Causes of ITS

Total Outages = 83

Unplanned Outage:
- Failed Changes: 5%
- Hardware/Software related: 8%
- External/Vendor related: 4%

Planned Outages: 83%

Ratio Unplanned to Total Events

- Blue line: Ratio of Unplanned to Total Outages
- Red line: Ratio of UO to Total Events
ITS Outage Metrics
October 2015

# Unplanned Outages
9 8 22 12 12 11 12 21 21 9 14 16

# Planned Outages
32 24 27 44 52 47 51 36 54 74 58 67

Ratio of Unplanned Outages Caused by Failed Changes to Total Outages
5% 0% 12% 2% 0% 7% 3% 11% 3% 1% 7% 5%

Ratio of Unplanned to Total Outages
22% 25% 45% 21% 19% 19% 19% 37% 28% 11% 19% 19%