

**SUMMARY for December 2015:**

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

ITS Changes and outages continue to meet goal.

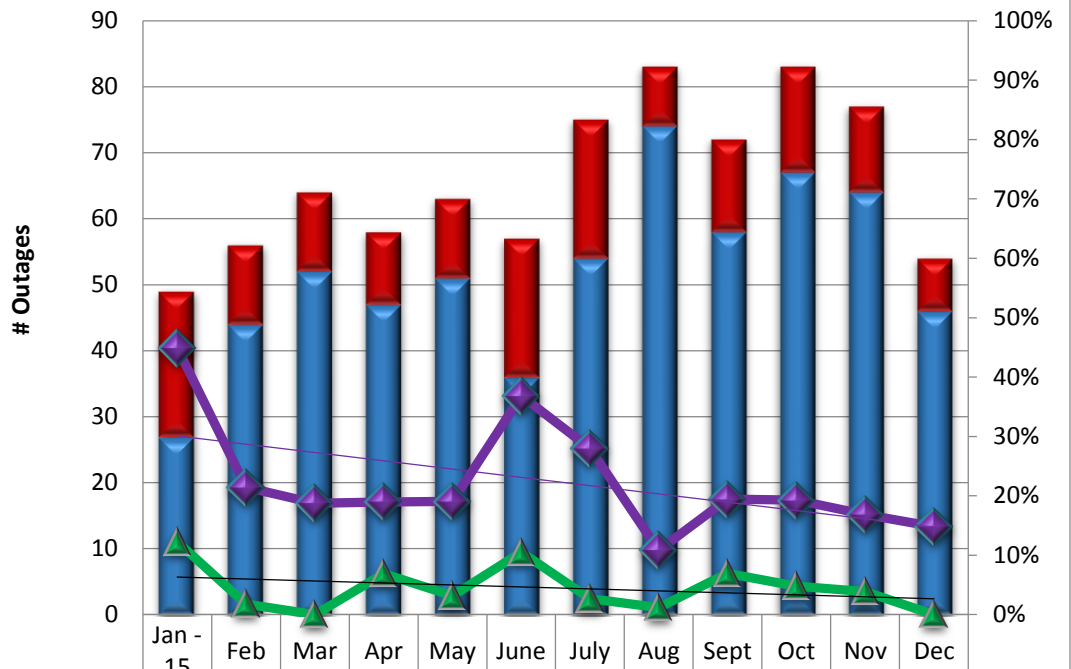
**38.7%** of all planned changes were documented in IT Request.

- Ratio of Unplanned to Total Outages & Maintenance Events:

Month	Unplanned to Total Outages	Unplanned to Total Events
October	19%	11%
November	17%	9%
December	15%	7%

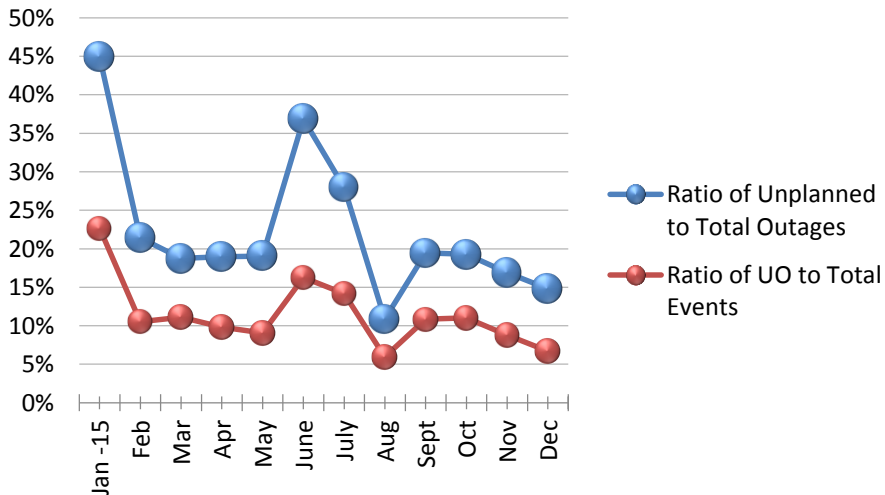
- Goal for 2015-16: 100% of changes documented in IT Request.
  - **October**            **Planned: 38.7%**    **Unplanned: 57.7%**
  - **November**        **Planned: 40.2%**    **Unplanned: 18.8%**
  - **December**        **Planned: 28.8%**    **Unplanned: 37.5%**
- Goal: Outages due to failed changes:  $\leq 9$  per quarter (~5%) **Fall 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.
  - **October - 4**
  - **November - 3**
  - **December - 0**
- **December** Unplanned Outages Summary = **8**
  - **4** outage(s) were caused by hardware issues
  - **2** outage(s) was caused by a power failure
  - **1** outage(s) were caused by software issues
  - **1** outage(s) were caused by vendor issues

## ITS Outage Metrics December 2015



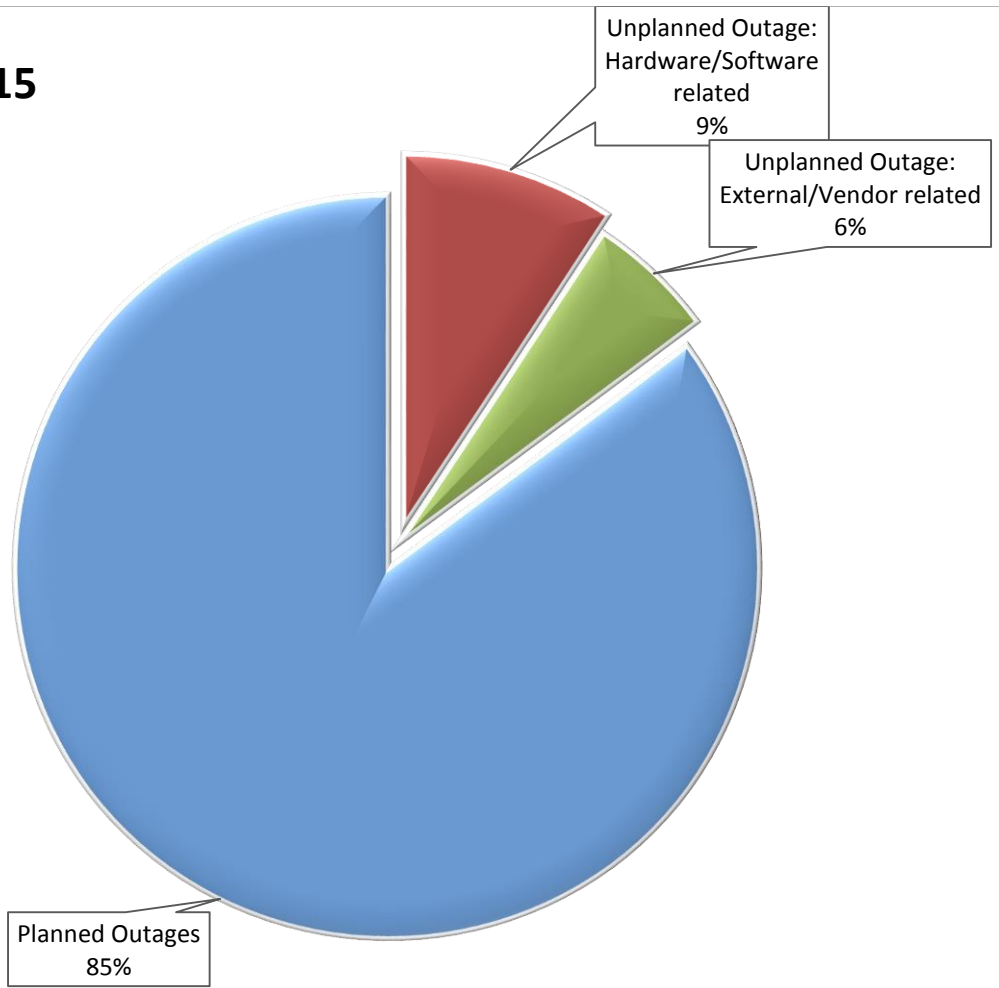
<span style="color: red;">■</span> # Unplanned Outages	22	12	12	11	12	21	21	9	14	16	13	8
<span style="color: blue;">■</span> # Planned Outages	27	44	52	47	51	36	54	74	58	67	64	46
<span style="color: green;">▲</span> Ratio of Unplanned Outages Caused by Failed Changes to Total Outages	12%	2%	0%	7%	3%	11%	3%	1%	7%	5%	4%	0%
<span style="color: purple;">◆</span> Ratio of Unplanned to Total Outages	45%	21%	19%	19%	19%	37%	28%	11%	19%	19%	17%	15%

### Ratio Unplanned to Total Events



# December 2015 Causes of ITS

**Total Outages =  
54**



December 2015 Coast	Day of Week	Start Date	Time	Coverage Start	Duration	Service/ Location	Root Cause	Contact	Comments	Ticket?
1	Friday	4-Dec-15	12 am - 12:30 pm	Day	12 Hours	Webcasting System	Hardware	Shergl Martin-Schultz		No
2	Saturday	5-Dec-15	7:19 am - 9:53 am	Day	3 Hours	Network at University Town Center	Power Outage	John Haskins		No
3	Sunday	6-Dec-15	9:17 am - 7:17 pm	Day	10 Hours	Dark Fiber Path from UCSC to Sunnyvale	Vendor	John Haskins		No
4	Monday	7-Dec-15	2 pm - 3 pm	Day	1 Hour	VI Hosting prod webollent	Hardware	Andrea Lee		No
5	Monday	7-Dec-15	2:42 pm - 4:35 pm	Day	2 Hours	Network at University Town Center	Power Outage	John Haskins		No
6	Wednesday	16-Dec-15	6 am - 7:40 am	Day	2 Hours	Shibboleth	Software	Glenn Blackler		CHG0034135
7	Wednesday	16-Dec-15	6:03 pm - 12 am	Night	6 Hours	On Campus SMTP Service	Hardware	Josh Homan		INC0360254
8	Thursday	17-Dec-15	12 am - 10:03 am	Day	22 Hours	On Campus SMTP Service	Hardware	Josh Homan		INC 0360254