

SUMMARY for MAY 2015:

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

ITS Changes and outages continue to meet goal.

46.2% 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 |
|-------|----------------------------|---------------------------|
| April | 21% | 11% |
| May | 19% | 9% |

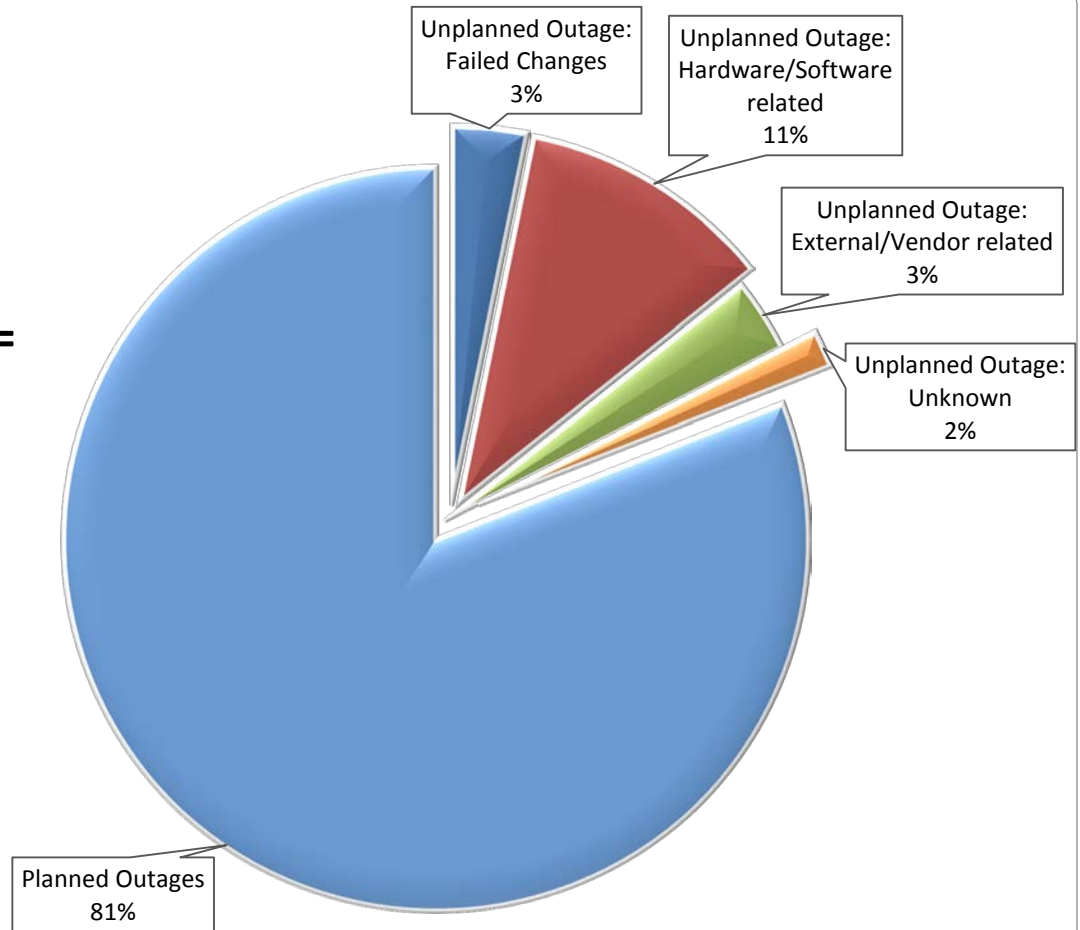
- Goal for 2015-16: 100% of changes documented in IT Request.
 - **April** Planned: 52.6% Unplanned: 53.3%
 - **May** Planned: 46.2% Unplanned: 69.2%
- Goal: Outages due to failed changes: ≤ 9 per quarter (~5%) **Spring Quarter: 6**

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.

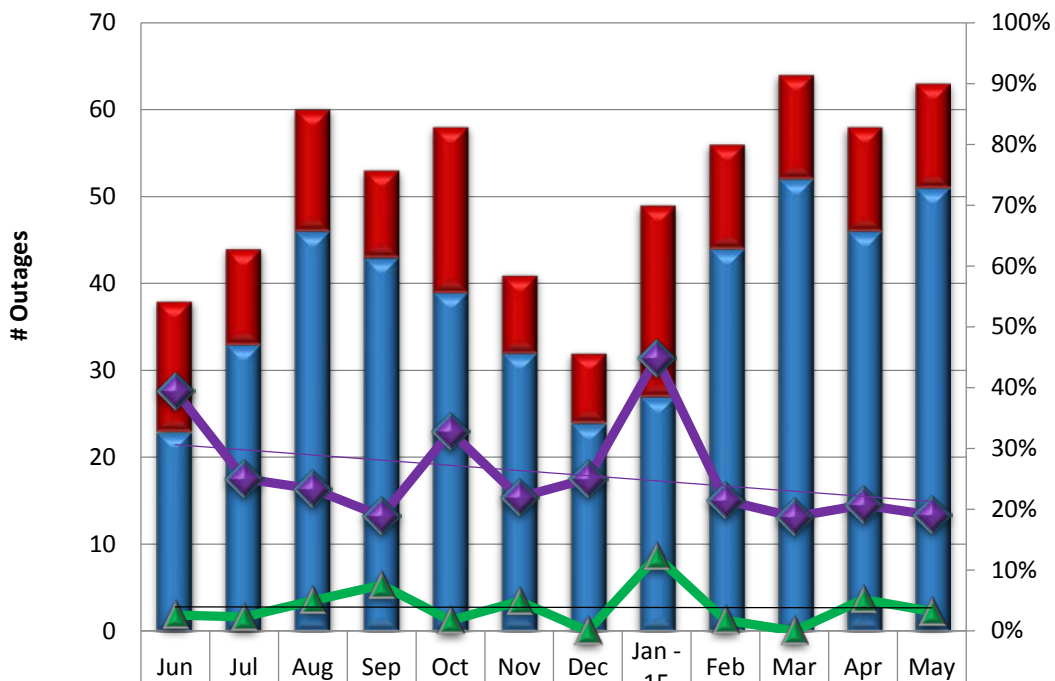
 - **April** – 4
 - **May** – 2
- May Unplanned Outages Summary = 12
 - 5 outages were caused by hardware issues
 - 2 outages were caused by failed changes
 - 2 outage were caused by software issues
 - 1 outage was caused by vendor issues
 - 1 outage was caused by a power failure
 - 1 outage is unknown

May 2015 Causes of ITS

**Total Outages =
63**

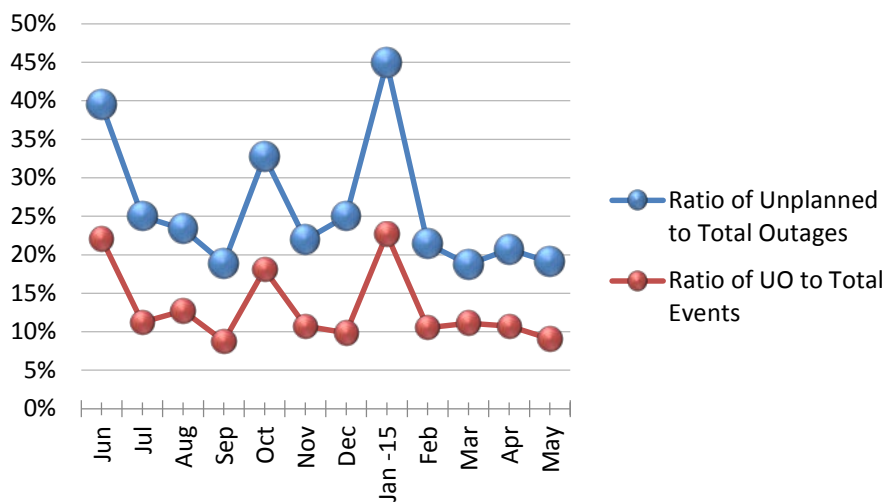


ITS Outage Metrics May 2015



| | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| ■ # Unplanned Outages | 15 | 11 | 14 | 10 | 19 | 9 | 8 | 22 | 12 | 12 | 12 | 12 |
| ■ # Planned Outages | 23 | 33 | 46 | 43 | 39 | 32 | 24 | 27 | 44 | 52 | 46 | 51 |
| ▲ Ratio of Unplanned Outages Caused by Failed Changes to Total Outages | 3% | 2% | 5% | 8% | 2% | 5% | 0% | 12% | 2% | 0% | 5% | 3% |
| ◆ Ratio of Unplanned to Total Outages | 39% | 25% | 23% | 19% | 33% | 22% | 25% | 45% | 21% | 19% | 21% | 19% |

Ratio Unplanned to Total Events



Unplanned Outage Details

| May 2015 Count | Day of Week | Start Date | Time | Coverage Start Time | Duration | Service/ Location | Root Cause | Contact | Comments | Ticket? |
|----------------|-------------|------------|-------------------|---------------------|------------|--|---------------|-------------------|--|------------|
| 1 | Tuesday | 5-May-15 | 11:15 - 11:55 am | Day | 40 minutes | Science Hill network | Failed Change | George Peek | | CHG0033399 |
| 2 | Wednesday | 6-May-15 | 6:01 am - 8:05 am | Day | 2 hours | Crown/ Merrill Network and Telephones | Hardware | Mark Boolootian | Failed Linecard in router | NO |
| 3 | Wednesday | 6-May-15 | 4 - 7:50 pm | Night | 3.5 hours | Eduroam/ resnet outage at C8, 9, 10, and Oakes | Hardware | George Peek | | INC0241556 |
| 4 | Sunday | 10-May-15 | All Day | Day | All day | Resnet network at College 9 | Hardware | John Haskins | | INC0241923 |
| 5 | Tuesday | 12-May-15 | 11 am - 1:15 pm | Day | 2.2 hours | CruzCat/ Millenium outage | Vendor | Tasha Bales | | INC0242207 |
| 6 | Wednesday | 13-May-15 | 3:30 - 5 pm | Day | 2.5 hours | MyUCSC/ Resource 25 | Software | Glenn Blackler | | CHG0033425 |
| 7 | Tuesday | 19-May-15 | 9 am - 1 pm | Day | 3 hours | Network-Mt. Hamilton | Power Outage | William Deich | This was scheduled, staff just didn't know | NO |
| 8 | Thursday | 21-May-15 | 8:50 - 9:15 am | Day | 25 minutes | Shibboleth | Hardware | Glenn Blackler | They were trying something new | INC0243656 |
| 9 | Thursday | 21-May-15 | 4:33 - 4:50 pm | Night | 17 minutes | Library Services | Failed Change | Shawn Duncan | Unexpected result of maintenance | INC0237124 |
| 10 | Friday | 22-May-15 | 9 - 9:45 am | Day | 45 minutes | InfoView | Software | Kimberly Register | | NO |
| 11 | Friday | 29-May-15 | 10 - 10:30 am | Day | 30 minutes | BSOE WINPRINT Server | Unknown | James Mustain | | NO |
| 12 | Friday | 29-May-15 | 10 - 10:45 am | Day | 45 minutes | Matternhorn/ MIKO | Hardware | David Foster | Network outage | INC0244704 |