SUMMARY for November 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%                         |

- 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%

- Goal: Outages due to failed changes: ≤ 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

- November Unplanned Outages Summary = 13
  - 4 outage(s) was caused by a power failure
  - 3 outage(s) were caused by failed changes
  - 2 outage(s) were caused by hardware issues
  - 2 outage(s) were caused by vendor issues
  - 1 outage(s) were caused by software issues
  - 1 outage(s) were unknown
ITS Outage Metrics
November 2015

# Unplanned Outages
- January: 22
- February: 12
- March: 12
- April: 11
- May: 12
- June: 21
- July: 21
- August: 9
- September: 14
- October: 16
- November: 13
- December: 8

# Planned Outages
- January: 27
- February: 44
- March: 52
- April: 47
- May: 51
- June: 36
- July: 54
- August: 74
- September: 58
- October: 67
- November: 64
- December: 46

Ratio of Unplanned Outages Caused by Failed Changes to Total Outages
- January: 12%
- February: 2%
- March: 0%
- April: 7%
- May: 3%
- June: 11%
- July: 3%
- August: 1%
- September: 7%
- October: 5%
- November: 4%
- December: 0%

Ratio of Unplanned to Total Outages
- January: 45%
- February: 21%
- March: 19%
- April: 19%
- May: 37%
- June: 28%
- July: 11%
- August: 19%
- September: 19%
- October: 17%
- November: 15%
- December: 15%

Ratio Unplanned to Total Events

- Ratio of Unplanned to Total Outages
- Ratio of Unplanned Outages to Total Events
November 2015
Causes of ITS

Total Outages = 77

Unplanned Outage: Failed Changes 4%
Unplanned Outage: Hardware/Software related 4%
Unplanned Outage: External/Vendor related 8%
Unplanned Outage: Unknown 1%

Planned Outages 83%