

SUMMARY for September 2016:

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

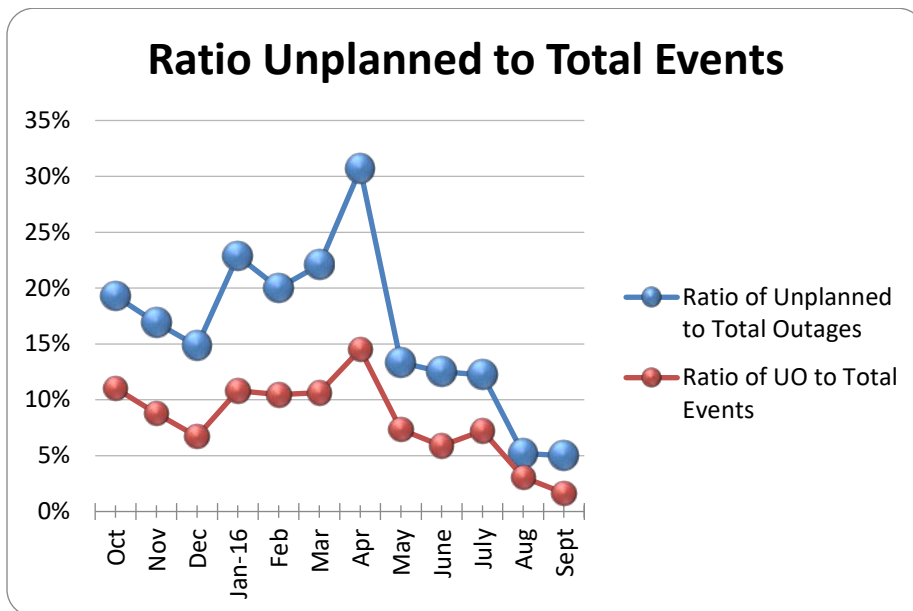
ITS Changes and outages continue to meet goal.

16.0% of all planned changes were documented in IT Request.

- Ratio of Unplanned to Total Outages & Maintenance Events:

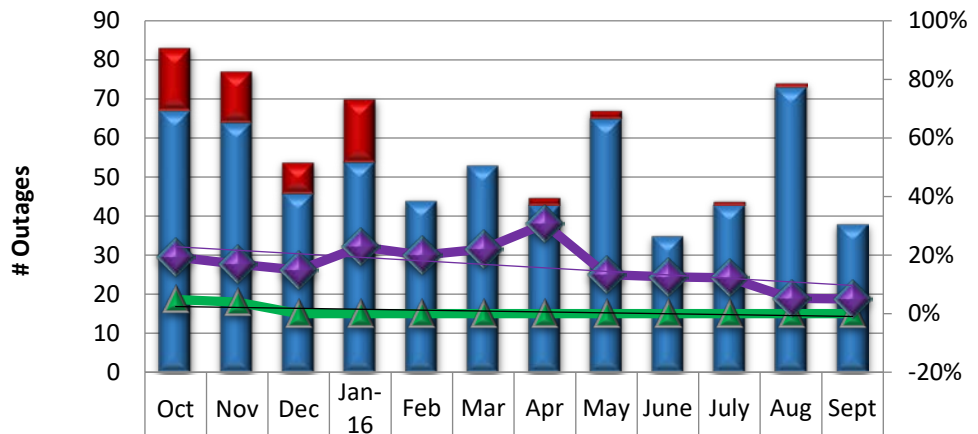
Month	Unplanned to Total Outages	Unplanned to Total Events
September	5%	2%

- Goal for 2015-16: 100% of changes documented in IT Request.
 - September **Planned: 16.0%** **Unplanned: 0%**
- Goal: Outages due to failed changes: ≤ 9 per quarter (~5%) **Summer Quarter: 0**
 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.
 - September - 0
- September** Unplanned Outages Summary = 2
 - 1 outage(s) were caused by hardware issues
 - 1 outage(s) were caused by vendor issues



September 2016 Count	Day of Week	Start Date	Time	Coverage Start Time	Duration	Service/ Location	Ticket?	Root Cause	Contact
1	Tuesday	20-Sep-16	12 pm - 12:30 pm	Day	30 Minutes	Linus Print Server	No	Hardware	Tim Gustafon
2	Tuesday	27-Sep-16	11 am - 12 pm	Day	1 Hour	CruzBuy	No	Vendor	Todd Graham

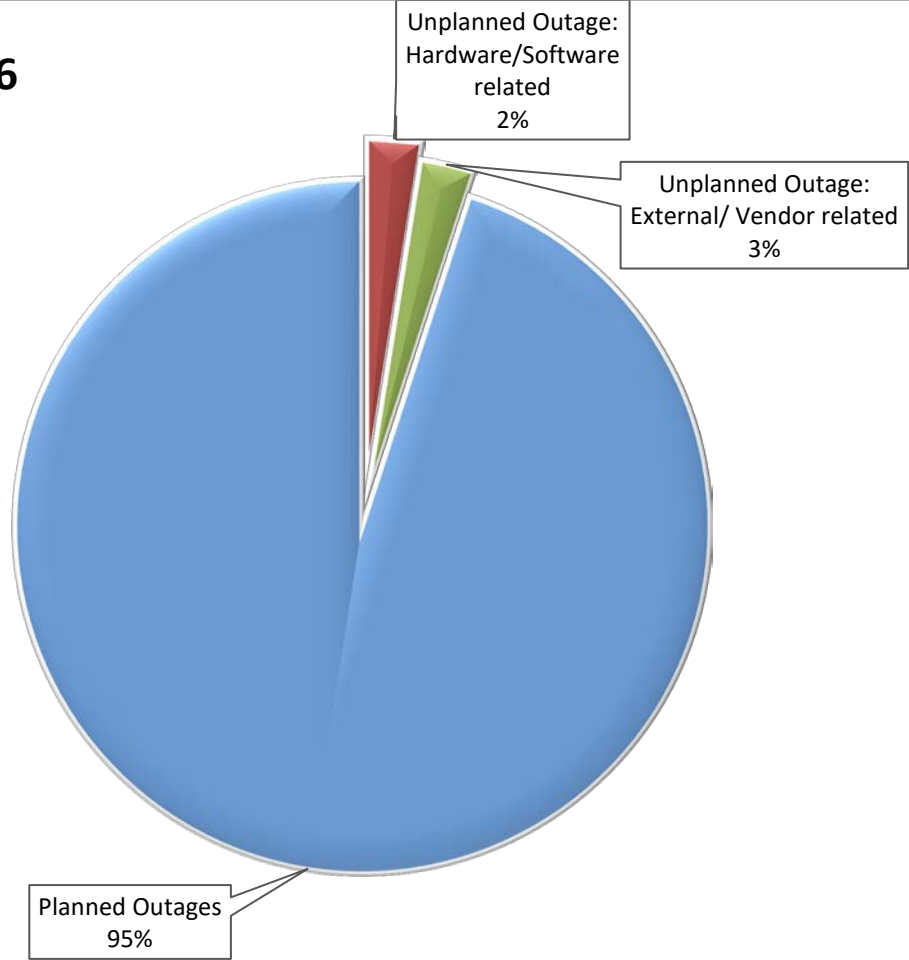
ITS Outage Metrics September 2016



■ # Unplanned Maintenance	16	13	8	16	0	0	2	2	0	1	1	0
■ # Planned Outages	67	64	46	54	44	53	43	65	35	43	73	38
▲ Ratio of Unplanned Outages Caused by Failed Changes to Total Outages	5%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
◆ Ratio of Unplanned to Total Outages	19%	17%	15%	23%	20%	22%	31%	13%	13%	12%	5%	5%

**September 2016
Causes of ITS**

Total Outages = 40



SUMMARY for October 2016:

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

ITS Changes and outages continue to meet goal.

29.5% of all planned changes were documented in IT Request.

- Ratio of Unplanned to Total Outages & Maintenance Events:

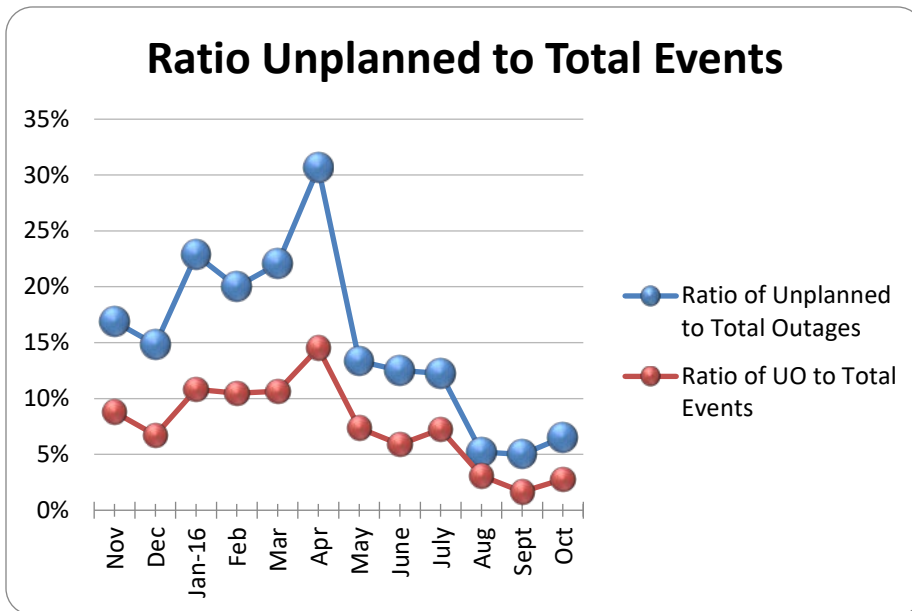
Month	Unplanned to Total Outages	Unplanned to Total Events
October	7%	3%

- Goal for 2015-16: 100% of changes documented in IT Request.
 - **October** **Planned: 29.5%** **Unplanned: 33.3%**
- Goal: Outages due to failed changes: ≤ 9 per quarter (~5%) **Fall Quarter: 0**

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.

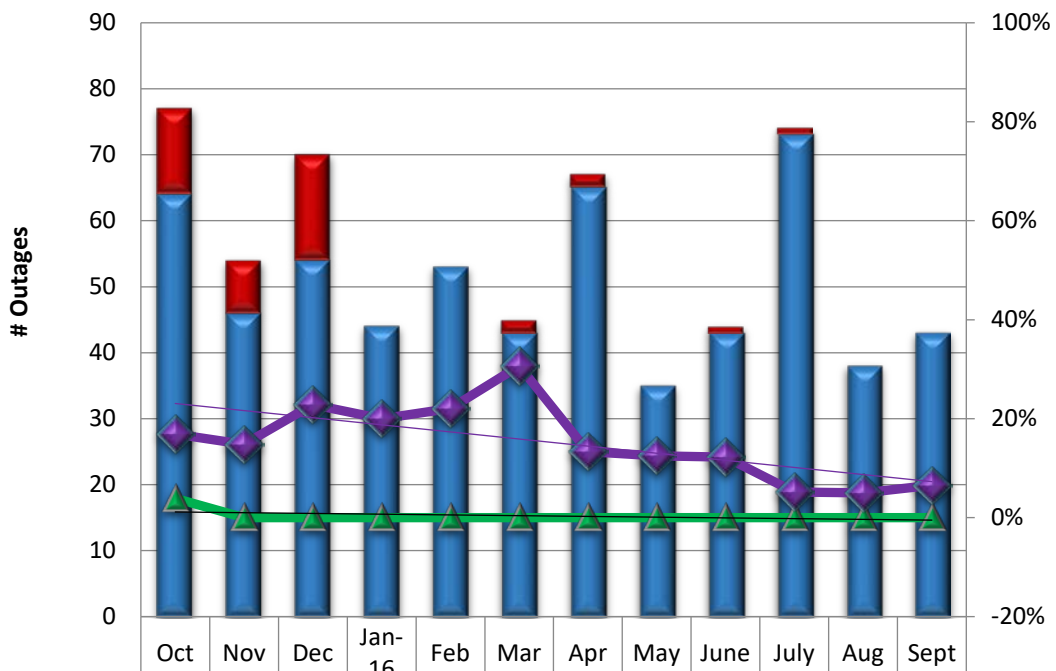
 - **October – 0**

- **October** Unplanned Outages Summary = 3
 - o 3 outage(s) were caused by hardware issues



October 2016 Count	Day of Week	Start Date	Time	Coverage Start Time	Duration	Service/ Location	Ticket?	Root Cause	Contact	Comments
1	Sunday	2-Oct-16	1:02 am - 1:08 am	Night	6 Minutes	Network	No	Hardware	John Haskins	
2	Monday	17-Oct-16	3:22 pm - 4:03 pm	Day	40 minutes	Network	No	Hardware	John Haskins	
3	Monday	24-Oct-16	5 am - 11 am	Day	6 Hours	Network - Theater Arts Media and Experimental Theater	INC0459746	Hardware	John Haskins	

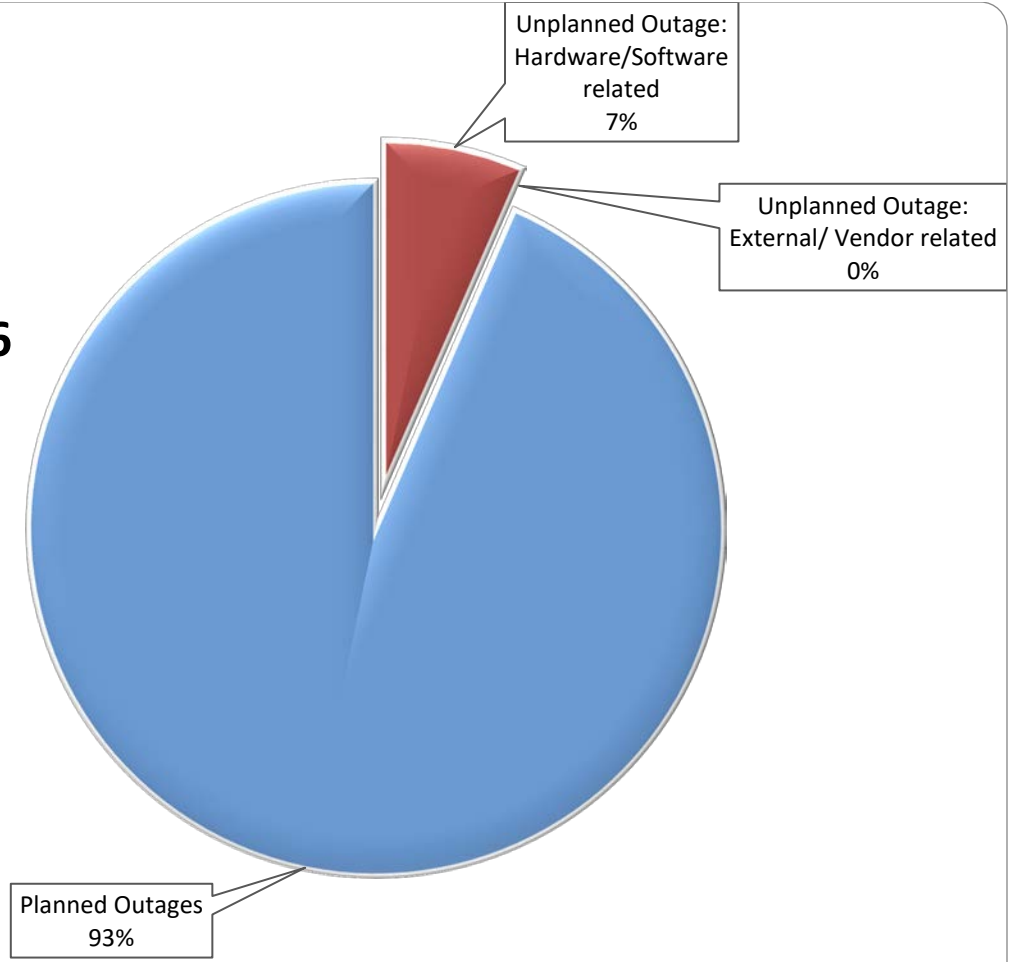
ITS Outage Metrics October 2016



■ # Unplanned Maintenance	13	8	16	0	0	2	2	0	1	1	0	0
■ # Planned Outages	64	46	54	44	53	43	65	35	43	73	38	43
▲ Ratio of Unplanned Outages Caused by Failed Changes to Total Outages	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
◆ Ratio of Unplanned to Total Outages	17%	15%	23%	20%	22%	31%	13%	13%	12%	5%	5%	7%

**October 2016
Causes of ITS**

Total Outages = 46



SUMMARY for November 2016:

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

ITS Changes and outages continue to meet goal.

22.6% of all planned changes were documented in IT Request.

- Ratio of Unplanned to Total Outages & Maintenance Events:

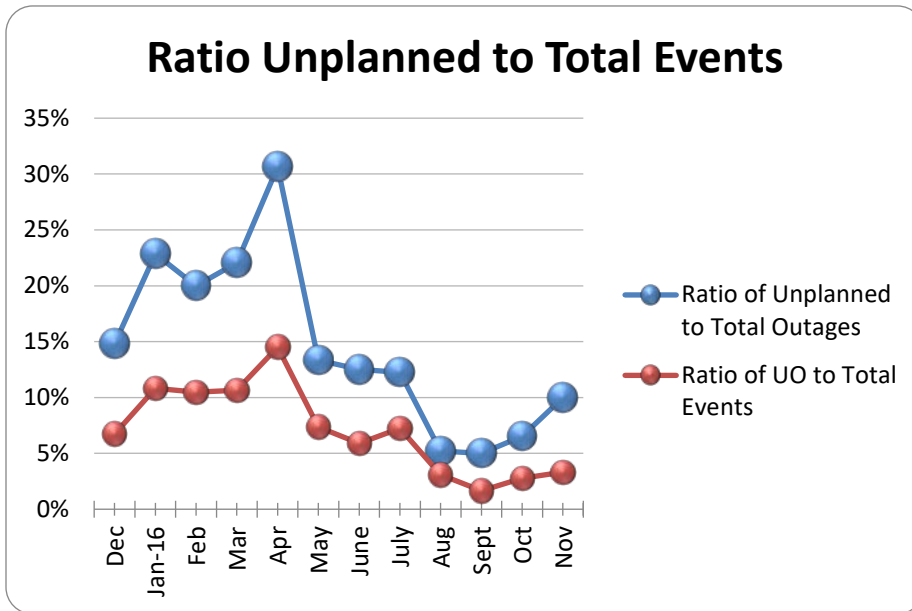
Month	Unplanned to Total Outages	Unplanned to Total Events
November	10%	3%

- Goal for 2015-16: 100% of changes documented in IT Request.
 - November **Planned: 22.6% Unplanned: 40.0%**
- Goal: Outages due to failed changes: ≤ 9 per quarter (~5%) **Fall Quarter: 0**

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.

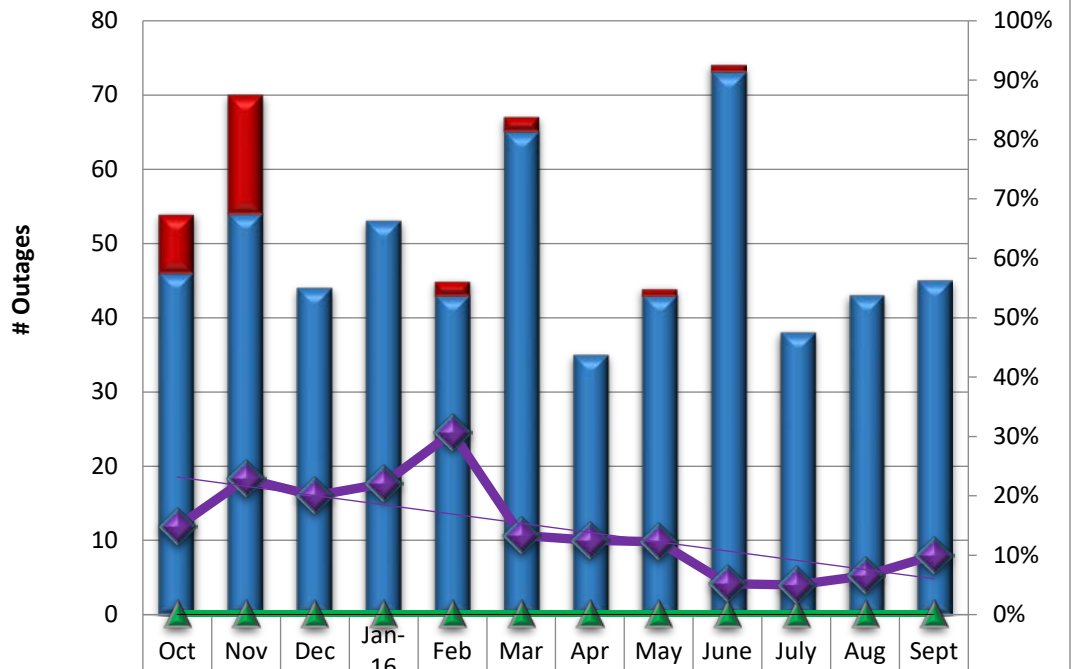
 - November – 0

- **November** Unplanned Outages Summary = 5
 - 2 outage(s) caused by hardware issues
 - 2 outage(s) caused by vendor issues
 - 1 outage(s) caused by human error



November 2016 Count	Day of Week	Start Date	Time	Coverage Start Time	Duration	Service/ Location	Ticket?	Root Cause	Contact	Comments
1	Tuesday	1-Nov-16	11:30 am - 12:57 pm	Day	1.5 Hours	LML Network -- Younger Building, Center for Ocean Health, Seymour Center	No	Hardware	John Haskins	
2	Monday	7-Nov-16	8:30 am - 10:45 am	Day	2 Hours	its.ucsc.edu	INC0461968	Human Error	Teresa Silva	
3	Thursday	10-Nov-16	6 am - 8 am	Day	2 Hours	Campus Voicemail	INC0462454	Vendor	Matt McKenna	
4	Sunday	13-Nov-16	All Day	Day	2 Days	Network -- Internet Sunesys Dark Fiber	No	Vendor	John Haskins	
5	Monday	21-Nov-16	All Day	Day	4 Days	Riverdance	No	Hardware	Tim Gustafon	

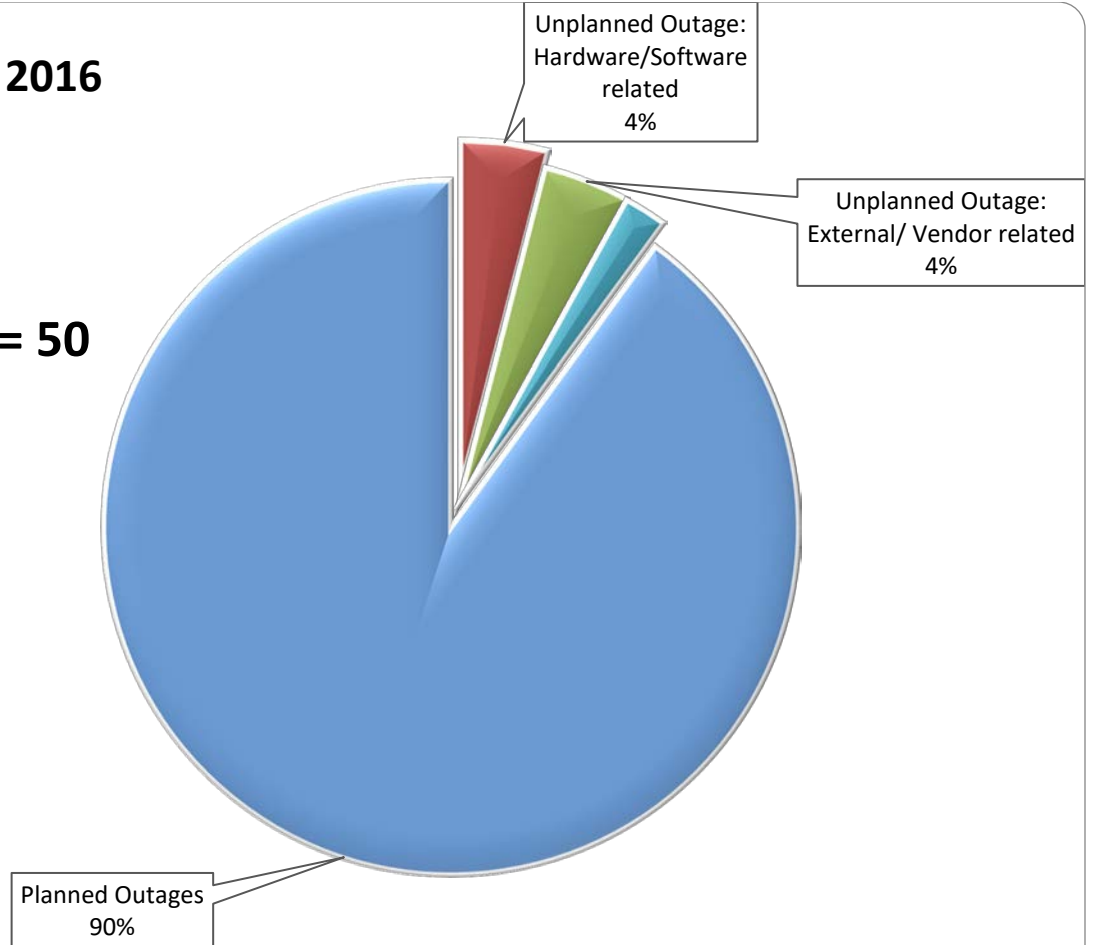
ITS Outage Metrics November 2016



# Unplanned Maintenance	8	16	0	0	2	2	0	1	1	0	0	0
# Planned Outages	46	54	44	53	43	65	35	43	73	38	43	45
Ratio of Unplanned Outages Caused by Failed Changes to Total Outages	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ratio of Unplanned to Total Outages	15%	23%	20%	22%	31%	13%	13%	12%	5%	5%	7%	10%

**November 2016
Causes of ITS**

Total Outages = 50



SUMMARY for December 2016:

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

ITS Changes and outages continue to meet goal.

26.0% 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
December	6%	3%

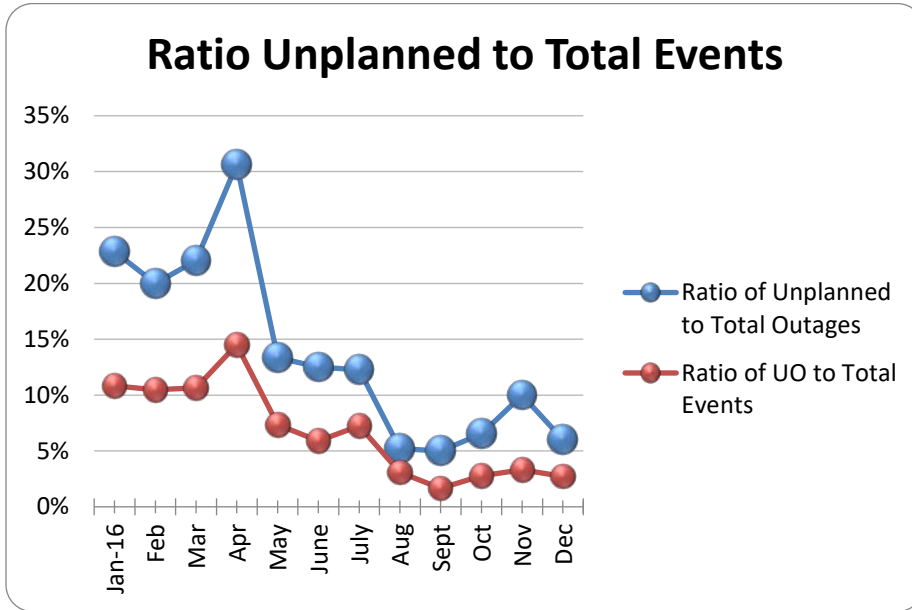
- Goal for 2015-16: **100%** of changes documented in IT Request.
 - December **Planned: 26.0% Unplanned: 33.3%**
- Goal: Outages due to failed changes: ≤ 9 per quarter (~5%) **Fall Quarter: 0**

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.

o **December – 0**

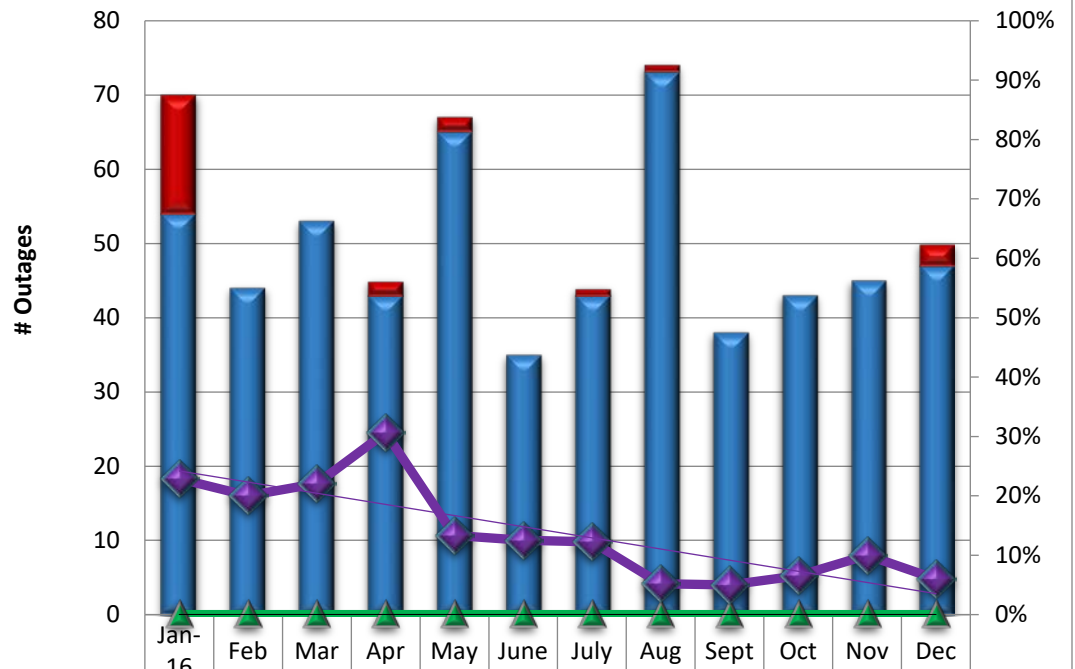
● **December** Unplanned Outages Summary = 3

- o 2 outage(s) was caused by vendor issues
- o 1 outage(s) was caused by software failures



December 2016 Count	Day of Week	Start Date	Time	Coverage Start Time	Duration	Service/ Location	Ticket?	Root Cause	Contact	Comments
1	Friday	2-Dec-16	All Day	Day	2 Days	Network -- Internet Dark Fiber	No	Vendor	John Haskins	
2	Friday	16-Dec-16	8 am - 2 pm	Day	6 Hours	Infoview	INC0466899	Vendor	Todd Graham	
3	Tuesday	20-Dec-16	9:30 am - 12:30 pm	Day	3 Hours	Employee Request System Login	INC0467242	Software	David Turner	

ITS Outage Metrics December 2016



■ # Unplanned Maintenance	16	0	0	2	2	0	1	1	0	0	0	3
■ # Planned Outages	54	44	53	43	65	35	43	73	38	43	45	47
▲ Ratio of Unplanned Outages Caused by Failed Changes to Total Outages	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
◆ Ratio of Unplanned to Total Outages	23%	20%	22%	31%	13%	13%	12%	5%	5%	7%	10%	6%

**December 2016
Causes of ITS**

Total Outages = 50

