

**SUMMARY for January 2017:**

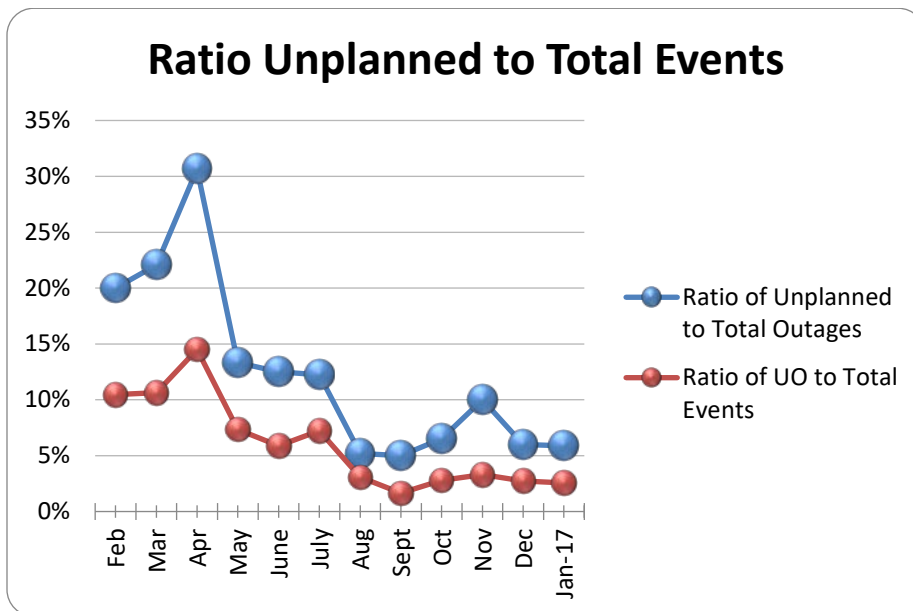
See below for a list of Root Causes for Unplanned Outages.

28.9% of all planned changes were documented in IT Request (Service Now).

- Ratio of Unplanned Outages to Total Outages & Maintenance Events:

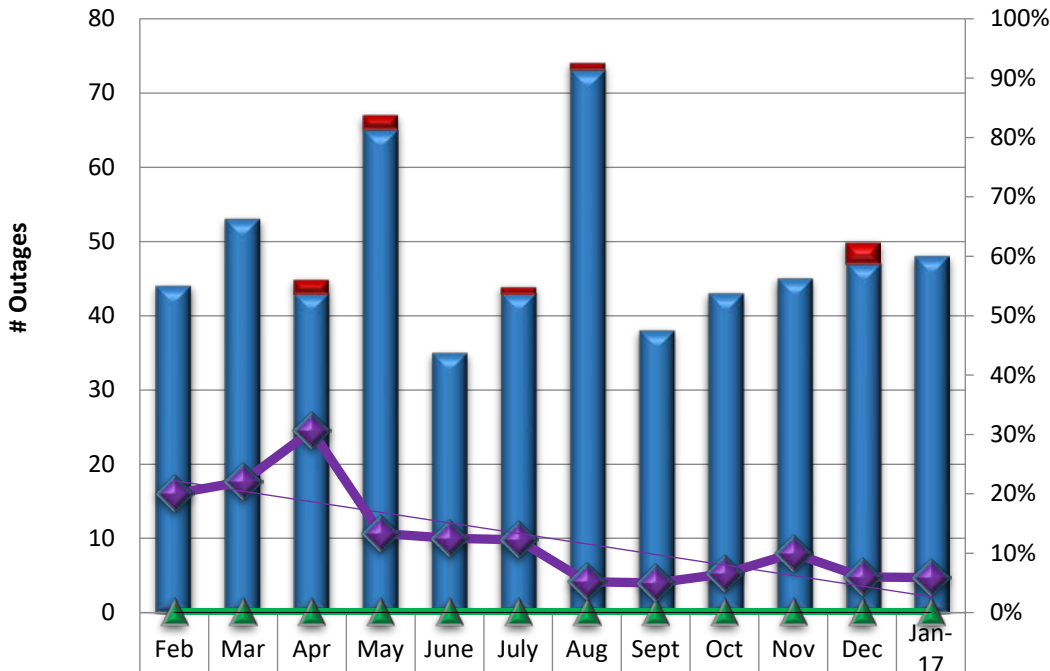
Month	Unplanned to Total Outages	Unplanned to Total Events
January	6%	3%

- Goal: Increased adoption of changes documented in IT Request.
  - January **Planned: 28.9% Unplanned: 0%**
- Goal: Outages due to failed changes:  $\leq 9$  per quarter (~5%) **Winter 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.
  - January - 0
- January** Unplanned Outages Summary = 3
  - 2 outage(s) were caused by vendor issues
  - 1 outage(s) were caused by software issues



January 2017 Count	Day of Week	Start Date	Time	Coverage Start Time	Duration	Service/ Location	Ticket?	Root Cause	Contact	Comments
1	Wednesday	4-Jan-17	All Day	Day	All Day	CCLP	No	Vendor	Corinne O'Connell	
2	Thursday	19-Jan-17	7:45 am - 9:30 am	Day	2 Hours	CCLP	No	Network	Corinne O'Connell	
3	Saturday	28-Jan-17	7 am - 9 am	Day	2 Hours	ISB Network	No	Software	John Haskins	

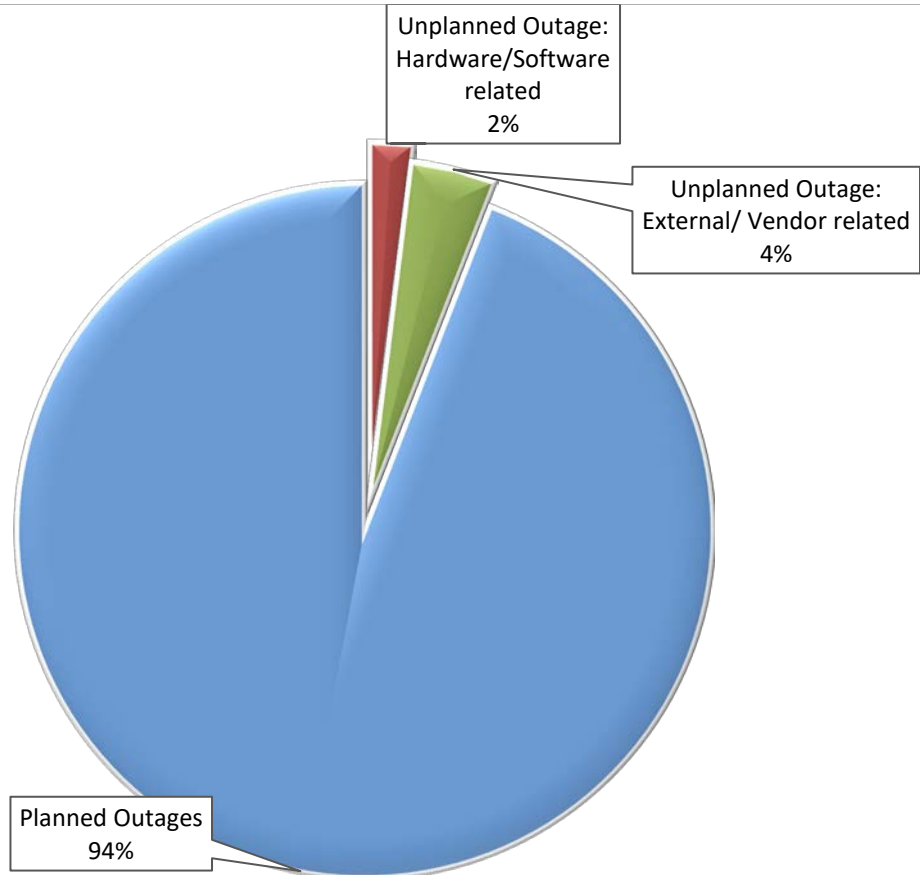
# ITS Outage Metrics January 2017



# Unplanned Maintenance	0	0	2	2	0	1	1	0	0	0	3	0
# Planned Outages	44	53	43	65	35	43	73	38	43	45	47	48
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	20%	22%	31%	13%	13%	12%	5%	5%	7%	10%	6%	6%

**January 2017  
Causes of ITS**

**Total Outages = 51**



**SUMMARY for February 2017:**

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

ITS Changes and outages continue to meet goal.

27.2% of all planned changes were documented in IT Request.

- Ratio of Unplanned to Total Outages & Maintenance Events:

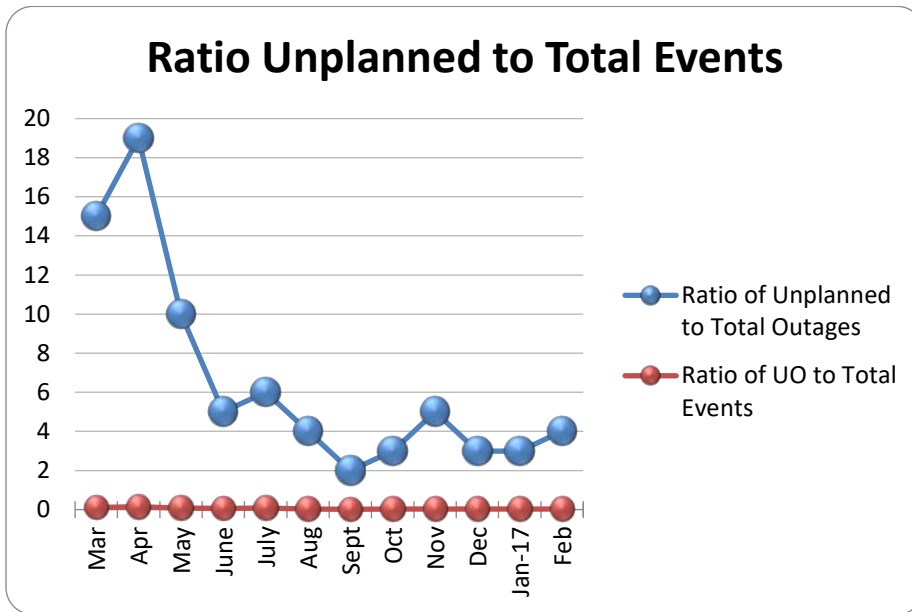
Month	Unplanned to Total Outages	Unplanned to Total Events
February	8%	3%

- Goal for 2015-16: 100% of changes documented in IT Request.
  - February           **Planned: 27.2%   Unplanned: 40.0%**
- Goal: Outages due to failed changes: ≤ 9 per quarter (~5%) **Winter 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.

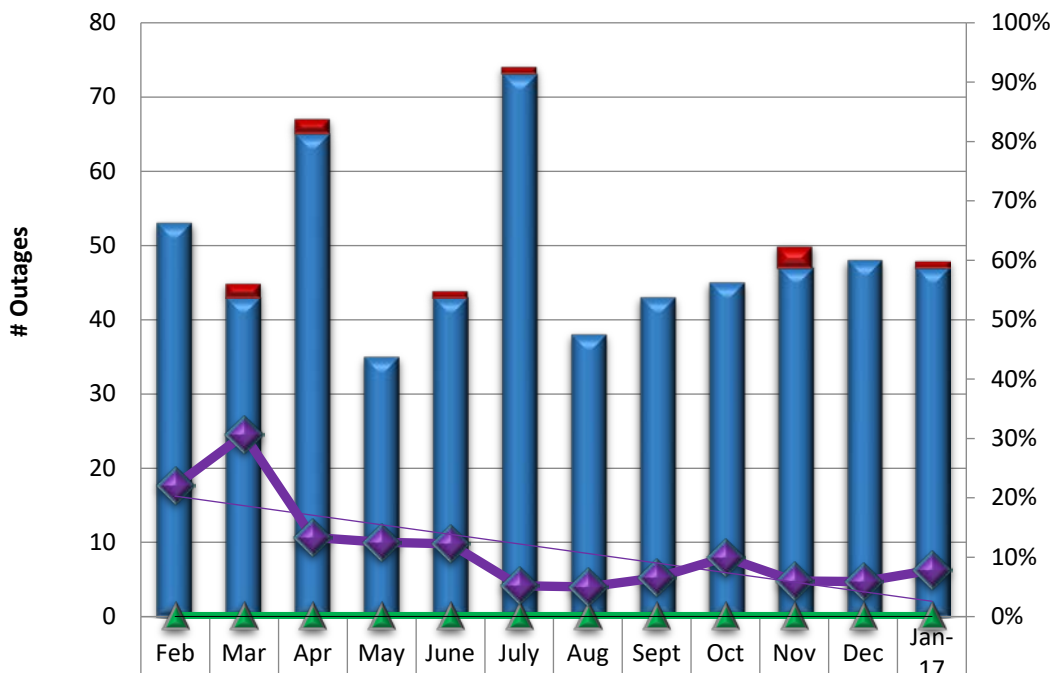
  - February – 0

- **February** Unplanned Outages Summary = 4
  - 2 outage(s) was caused by a power failure
  - 1 outage(s) were caused by hardware issues
  - 1 outage(s) were caused by vendor issues



February 2017 Count	Day of Week	Start Date	Time	Coverage Start Time	Duration	Service/ Location	Ticket?	Root Cause	Contact	Comments
1	Wednesday	1-Feb-17	9 am - 9:30 am	Day	30 Minutes	Comodo	No	Vendor	Lisa Gardner	
2	Wednesday	1-Feb-17	10 am - 11 am	Day	1 Hour	Network Switch	CHG0035085	Hardware	Bill Storey	
3	Wednesday	8-Feb-17	All Day	Day	2 Days	Network	No	Power Outage	Bill Storey	
4	Wednesday	22-Feb-17	7 am - 6:30 pm	Day	11.5 Hours	Network via Dark Fiber	No	Power Outage	Bill Storey	

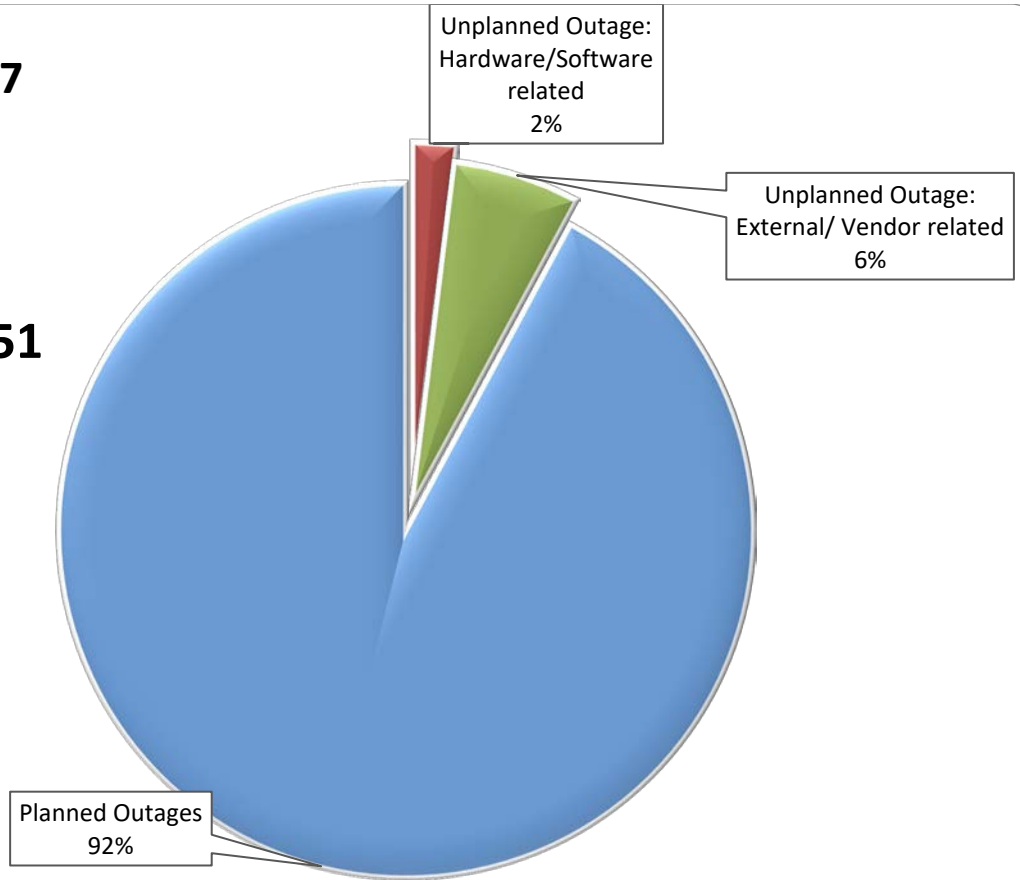
## ITS Outage Metrics February 2017



# Unplanned Maintenance	0	2	2	0	1	1	0	0	0	3	0	1
# Planned Outages	53	43	65	35	43	73	38	43	45	47	48	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	22%	31%	13%	13%	12%	5%	5%	7%	10%	6%	6%	8%

**February 2017  
Causes of ITS**

**Total Outages = 51**



**SUMMARY for March 2017:**

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

ITS Changes and outages continue to meet goal.

**40.2%** of all planned changes were documented in IT Request.

- Ratio of Unplanned to Total Outages & Maintenance Events:

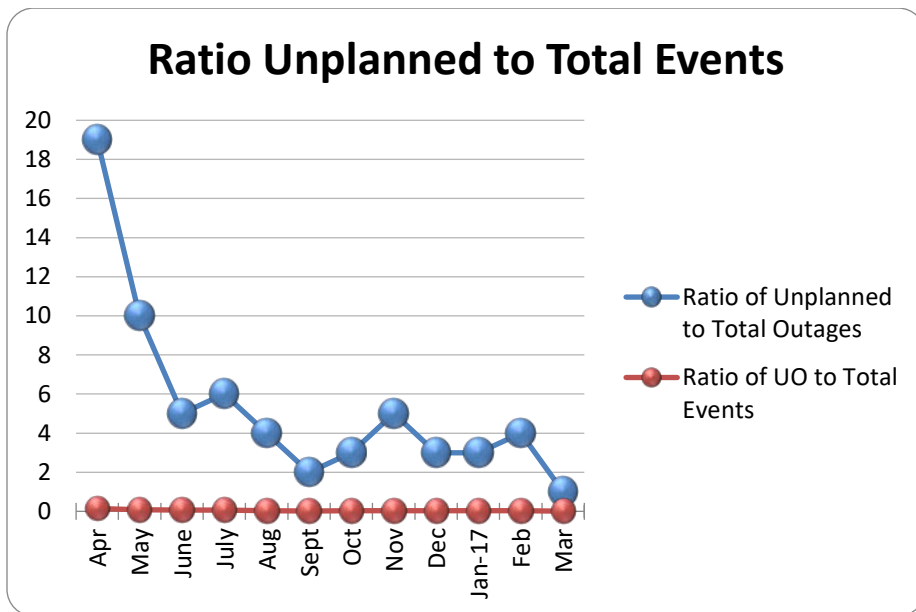
Month	Unplanned to Total Outages	Unplanned to Total Events
March	2%	1%

- Goal for 2015-16: 100% of changes documented in IT Request.
  - **March**                    **Planned: 40.2%**    **Unplanned: 0.0%**
- Goal: Outages due to failed changes: ≤ 9 per quarter (~5%) **Winter 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.

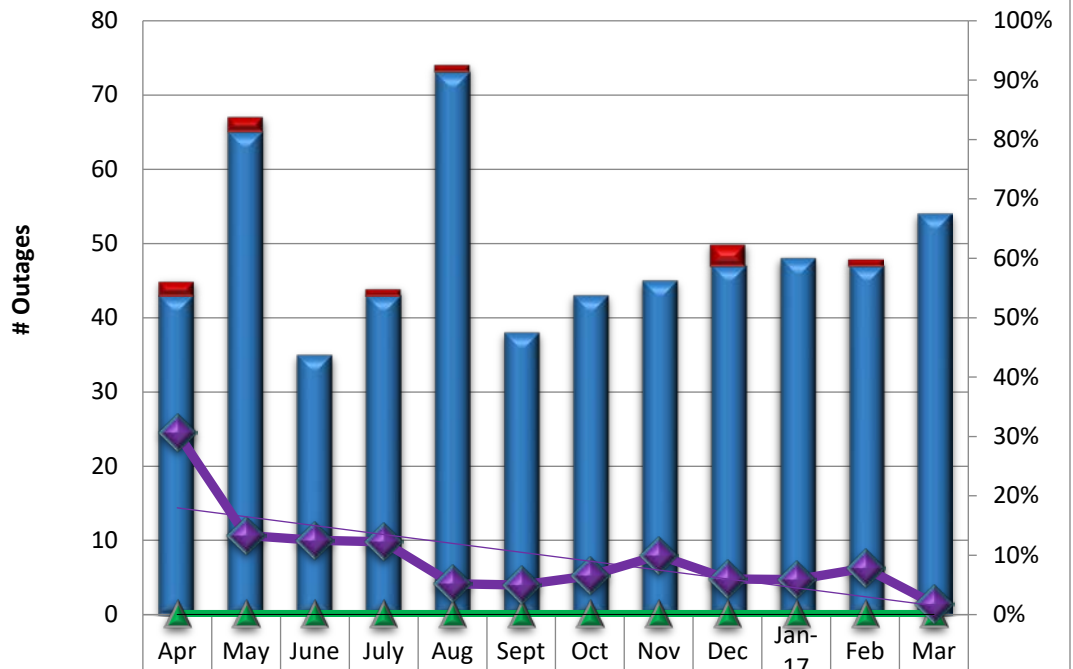
  - **March – 0**

- **March** Unplanned Outages Summary = **1**
  - o **1** outage(s) were caused by vendor issues



March 2017 Count	Day of Week	Start Date	Time	Coverage Start Time	Duration	Service/ Location	Ticket?	Root Cause	Contact	Comments
1	Thursday	9-Mar-17	11:06 am - 11:20 am	Day	14 Minutes	eCommons	No	Vendor	Leslie Kern	

## ITS Outage Metrics March 2017

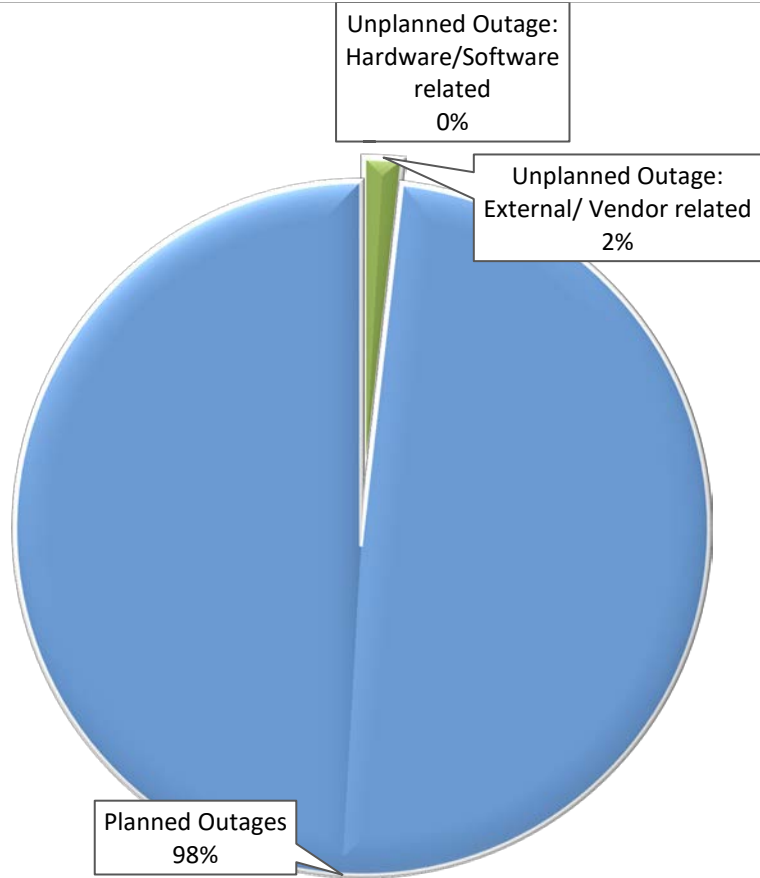


# Unplanned Maintenance	2	2	0	1	1	0	0	0	3	0	1	0
# Planned Outages	43	65	35	43	73	38	43	45	47	48	47	54
Ratio of Unplanned Outages Caused by Failed Changes to Total Outages	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ratio of Unplanned to Total Outages	31%	13%	13%	12%	5%	5%	7%	10%	6%	6%	8%	2%



**March 2017  
Causes of ITS**

**Total Outages = 55**



**SUMMARY for April 2017:**

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

ITS Changes and outages continue to meet goal.

**39.0%** 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
April	6%	2%

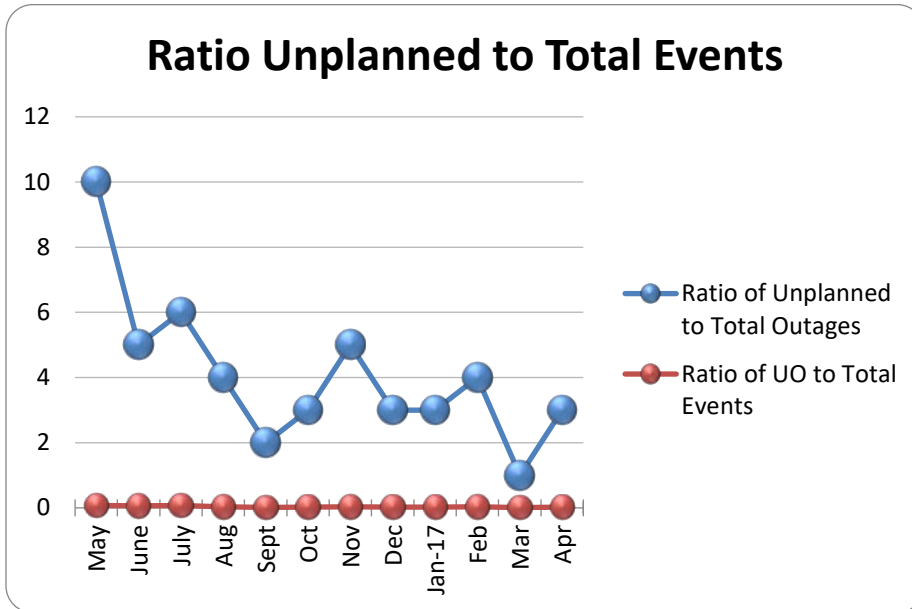
- Goal for 2015-16: **100%** of changes documented in IT Request.
  - April **Planned: 39%** **Unplanned: 100%**
- Goal: Outages due to failed changes: ≤ 9 per quarter (~5%) **Spring Quarter: 0**

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 April – 0

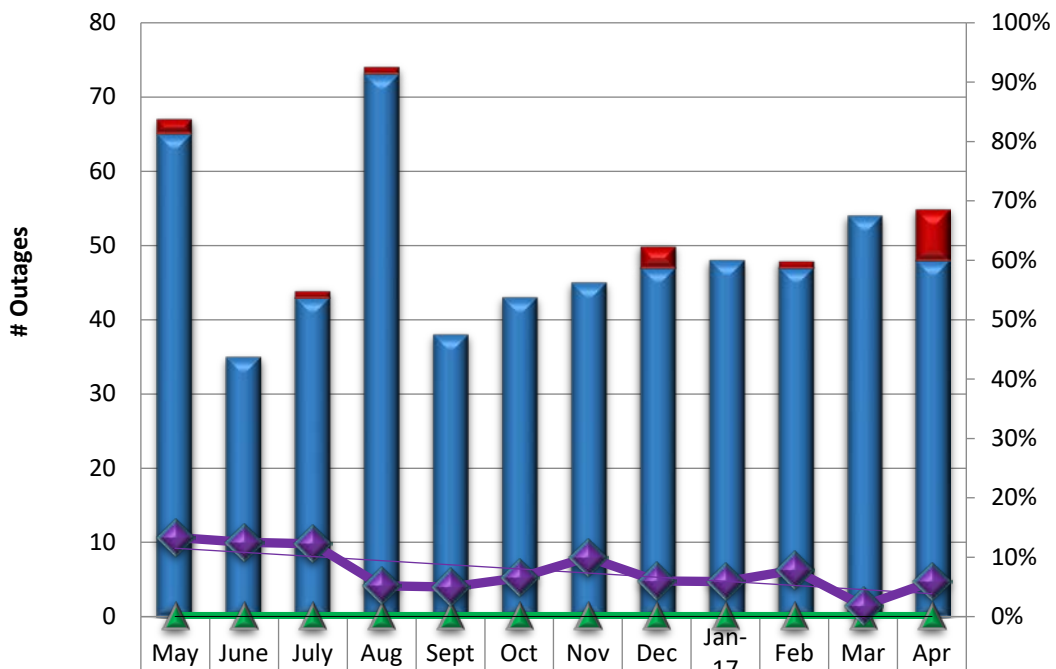
- **April** Unplanned Outages Summary = 2

- o 2 outage(s) were caused by hardware issues



April 2017 Count	Day of Week	Start Date	Time	Coverage Start Time	Duration	Service/ Location	Ticket?	Root Cause	Contact	Comments
1	Wednesday	12-Apr-17	7:30 am - 9:30 am	Day	2 Hours	FAMIS	INC0494580	Hardware	Stephanie Nielsen	
2	Tuesday	25-Apr-17	3:30 pm - 5 pm	Day	1.5 Hours	RMS jobs.ucsc.edu	INC0496599	Hardware	Stephanie Nielsen	

## ITS Outage Metrics April 2017



# Unplanned Maintenance	2	0	1	1	0	0	0	3	0	1	0	7
# Planned Outages	65	35	43	73	38	43	45	47	48	47	54	48
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	13%	13%	12%	5%	5%	7%	10%	6%	6%	8%	2%	6%

**April 2017  
Causes of ITS**

**Total Outages = 51**

