

**SUMMARY for June 2015:**

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

ITS Changes and outages continue to meet goal.

41% of all planned changes were documented in IT Request.

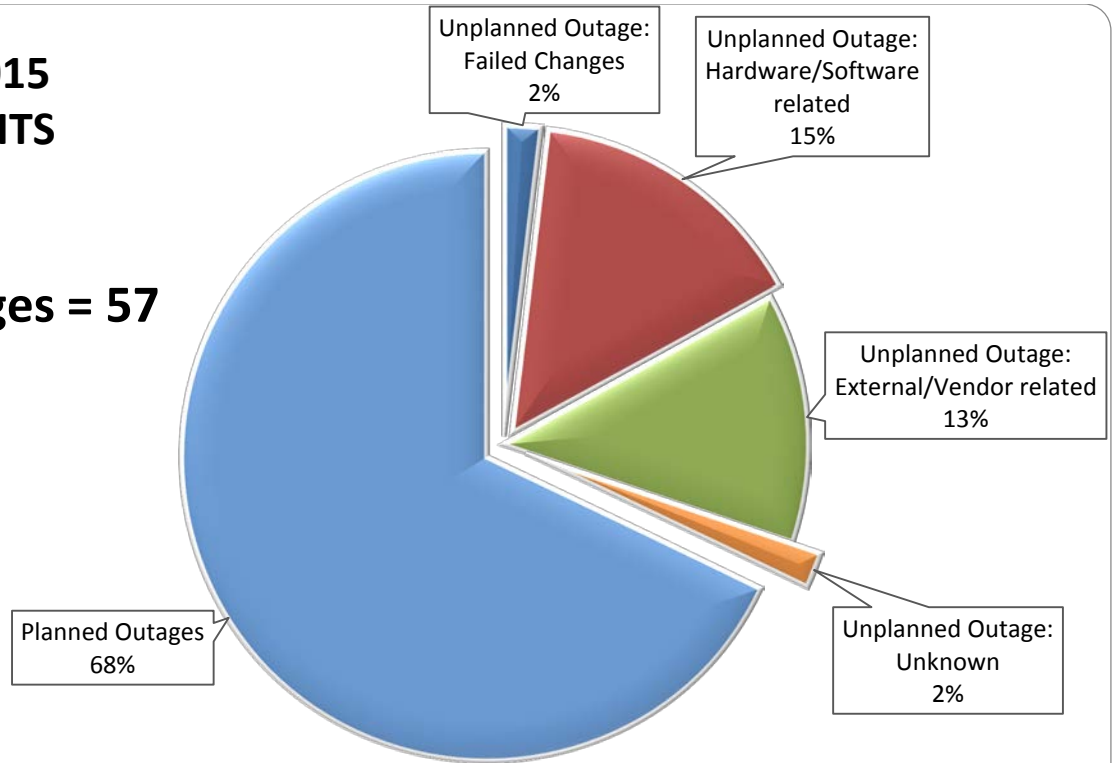
- Ratio of Unplanned to Total Outages & Maintenance Events:

Month	Unplanned to Total Outages	Unplanned to Total Events
April	21%	11%
May	19%	9%
June	35%	15%

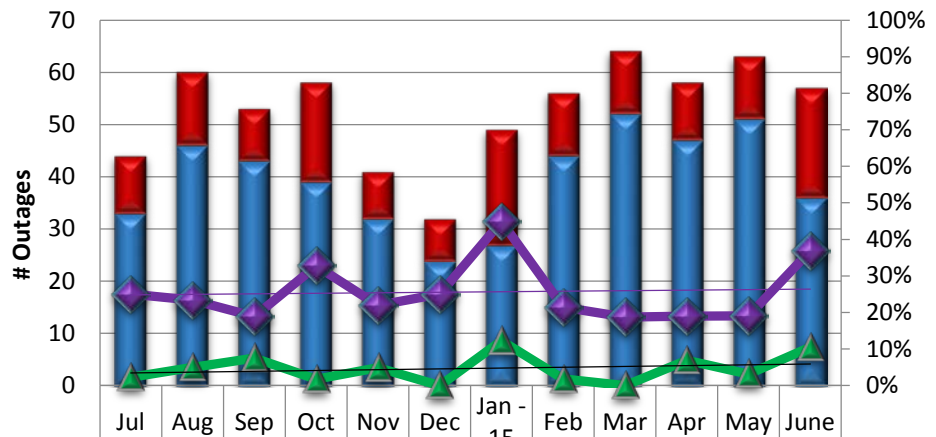
- Goal for 2015-16: 100% of changes documented in IT Request.
  - **April** Planned: 52.6% Unplanned: 53.3%
  - **May** Planned: 46.2% Unplanned: 69.2%
  - **June** Planned: 41% Unplanned: 27.3%
- Goal: Outages due to failed changes:  $\leq 9$  per quarter (~5%) **Spring Quarter: 7**
  - Note: Failed 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.
  - **April** – 4
  - **May** – 2
  - **June** – 1
- **June** Unplanned Outages Summary = **21**
  - **6** outage(s) were caused by failed changes
  - **6** outage(s) were caused by software issues
  - **4** outage(s) were caused by hardware issues
  - **2** outage(s) were caused by a power failure
  - **2** outage(s) were unknown
  - **1** outage(s) was caused by vendor issues

# June 2015 Causes of ITS

Total Outages = 57

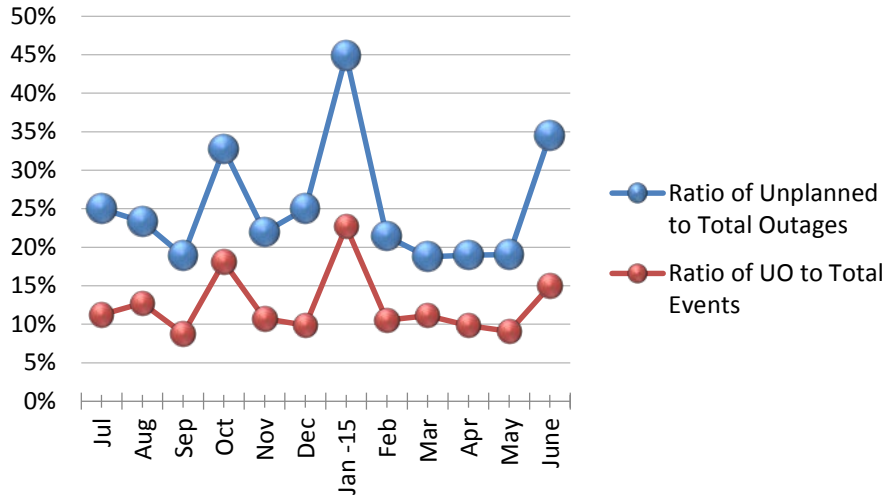


## ITS Outage Metrics June 2015



# Unplanned Outages	11	14	10	19	9	8	22	12	12	11	12	21
# Planned Outages	33	46	43	39	32	24	27	44	52	47	51	36
Ratio of Unplanned Outages Caused by Failed Changes to Total Outages	2%	5%	8%	2%	5%	0%	12%	2%	0%	7%	3%	11%
Ratio of Unplanned to Total Outages	25%	23%	19%	33%	22%	25%	45%	21%	19%	19%	19%	37%

## Ratio Unplanned to Total Events



## Unplanned Outage Details

June 2015 Count	Day of Week	Start Date	Time	Coverage	Duration	Service/ Location	Root Cause	Contact	Comments	Ticket?
1	Monday	1-Jun-15	All Day	Day	All Day	Fixit and other Web Applications	Failed Change	Glenn Blackler		NO
2	Wednesday	3-Jun-15	1 am - 1:30 am	Night	30 minutes	people.ucsc.edu	Software	Jacques Delsemme		NO
3	Thursday	4-Jun-15	1:39 am - 3:20 am	Night	2 hours	WordPress	Human Error	Jacques Delsemme	Cableing error.	INC0245525
4	Saturday	6-Jun-15	8:26 am - 11:32 am	Day	3 hours	Cowell - Prescott Network	Hardware	Vic Rempillo		NO
5	Sunday	7-Jun-15	8:36 am - 12 am	Day	16 hours	Matterhorn Engage Player	Failed Change	Carol Jordan	Root cause is suspected to be the unauthorized decommissioning of network switch in use by Learn Tech VM.	NO
6	Tuesday	9-Jun-15	1 pm - 1:15 pm	Day	15 minutes	people.ucsc.edu	Software	Jacques Delsemme		NO
7	Wednesday	10-Jun-15	11 am - 11:30 am	Day	30 minutes	Astrophysics cluster/Data Center	Power Outage	Kirk Loftis		NO
8	Sunday	14-Jun-15	10:55 pm - 11:25 pm	Night	30 minutes	WordPress	Software	Glenn Blackler	Database issue.	NO
9	Sunday	14-Jun-15	11:30 pm - 12 am	Night	30 minutes	WordPress, UR Give, Core Grants, and	Software	Troy Wright	MySQL Database issue. Swap filled but not sure why.	NO
10	Tuesday	16-Jun-15	9:30 am - 12:30 pm	Day	3 hours	CICS for PPS Printing	Vendor	Anne Scott DePage		NO
11	Wednesday	17-Jun-15	3 pm - 11 am	Night	20 hours	Data and cable TV Service at FSH	Power Outage	Paul Marundee		NO
12	Wednesday	17-Jun-15	8 pm - 9 pm	Night	1 hour	Academic System - Resource25	Failed Change	Glenn Blackler	OS patches caused problems.	INC0248891
13	Thursday	18-Jun-15	12 am - 4:30 pm	Day	16.5 hours	Academic System - Resource25	Failed Change	Glenn Blackler	OS patches caused problems.	INC0248891
14	Sunday	21-Jun-15	11 am - 3:30 pm	Day	4.5 hours	Cognos Reporting	Failed Change	Glenn Blackler	OS patches caused problems.	CHG0033052
15	Tuesday	23-Jun-15	10:01 am - 10:16 am	Day	15 minutes	Campus telephones	Unknown	Terry Textor		NO
16	Tuesday	23-Jun-15	11:30 am - 1 pm	Day	1.5 hours	WCMS/ Cascade	Software	Andre Daniels	Looks like vendor software bug.	INC0249518
17	Thursday	25-Jun-15	9 pm - 10:45 pm	Night	2 hours	Data and Telephones on Science Hill at	Failed Change	Matt McKenna	Firmware update of Brocade switches	
18	Saturday	27-Jun-15	All Day	Day	All Day	College9/ResNet	Hardware	Vic Rempillo	sw7934-02	
19	Sunday	28-Jun-15	All Day	Day	All Day	College9/ResNet	Hardware	Vic Rempillo	sw7934-03	
20	Monday	29-Jun-15	All Day	Day	All Day	College9/ResNet	Hardware	Vic Rempillo	sw7934-04	
21	Tuesday	30-Jun-15	2:17 pm - 2:29 pm	Day	10 minutes	MySQL and LAMP servers	Software	Ken Smith	scripting error used to switch various system's roles within the cluster.	INC0250376