

SUMMARY for November 2015:

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

ITS Changes and outages continue to meet goal.

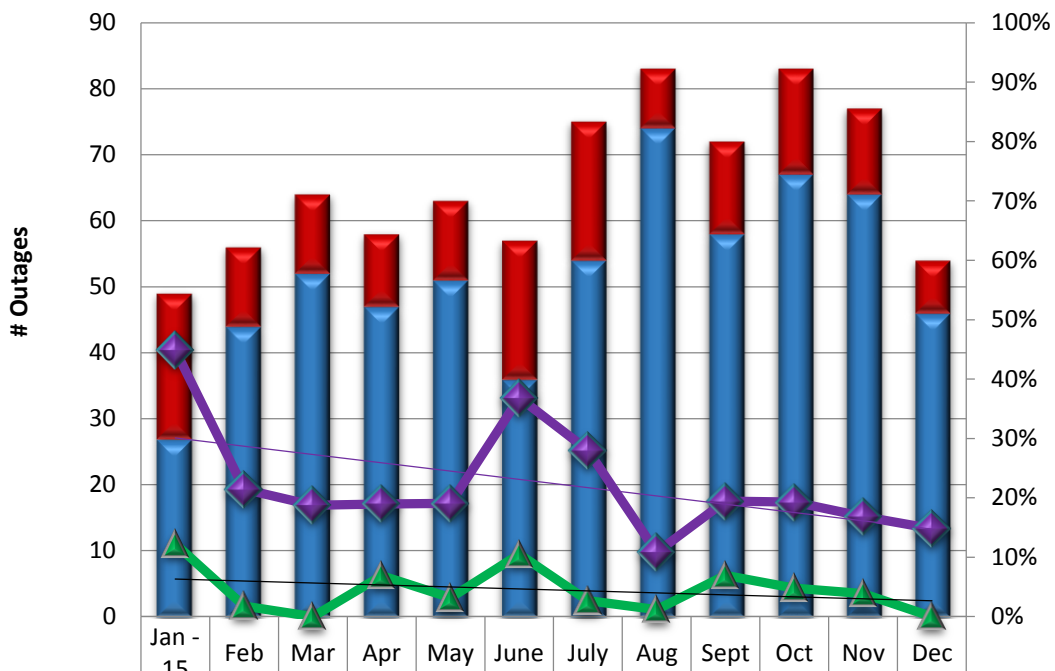
38.7% of all planned changes were documented in IT Request.

- Ratio of Unplanned to Total Outages & Maintenance Events:

Month	Unplanned to Total Outages	Unplanned to Total Events
October	19%	11%
November	17%	9%

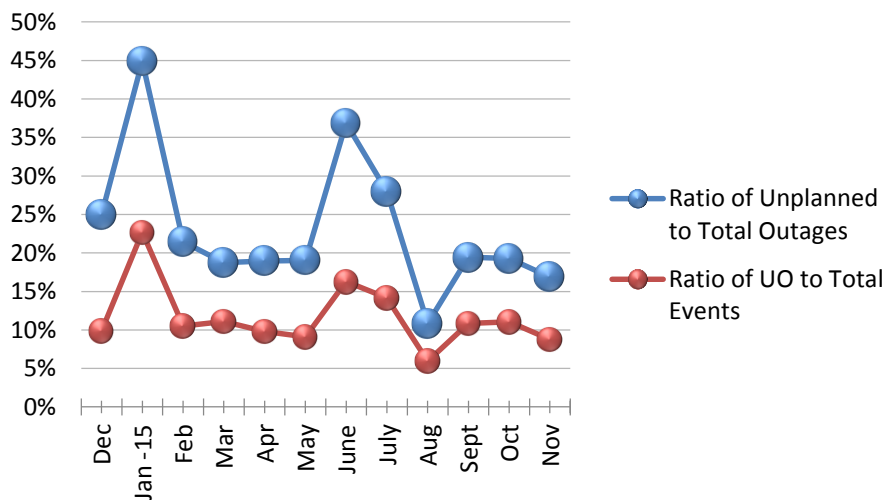
- Goal for 2015-16: 100% of changes documented in IT Request.
 - **October** **Planned: 38.7%** **Unplanned: 57.7%**
 - **November** **Planned: 40.2%** **Unplanned: 18.8%**
- Goal: Outages due to failed changes: ≤ 9 per quarter (~5%) **Fall Quarter: 7**
 - Note: Failed Changes include outages caused 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



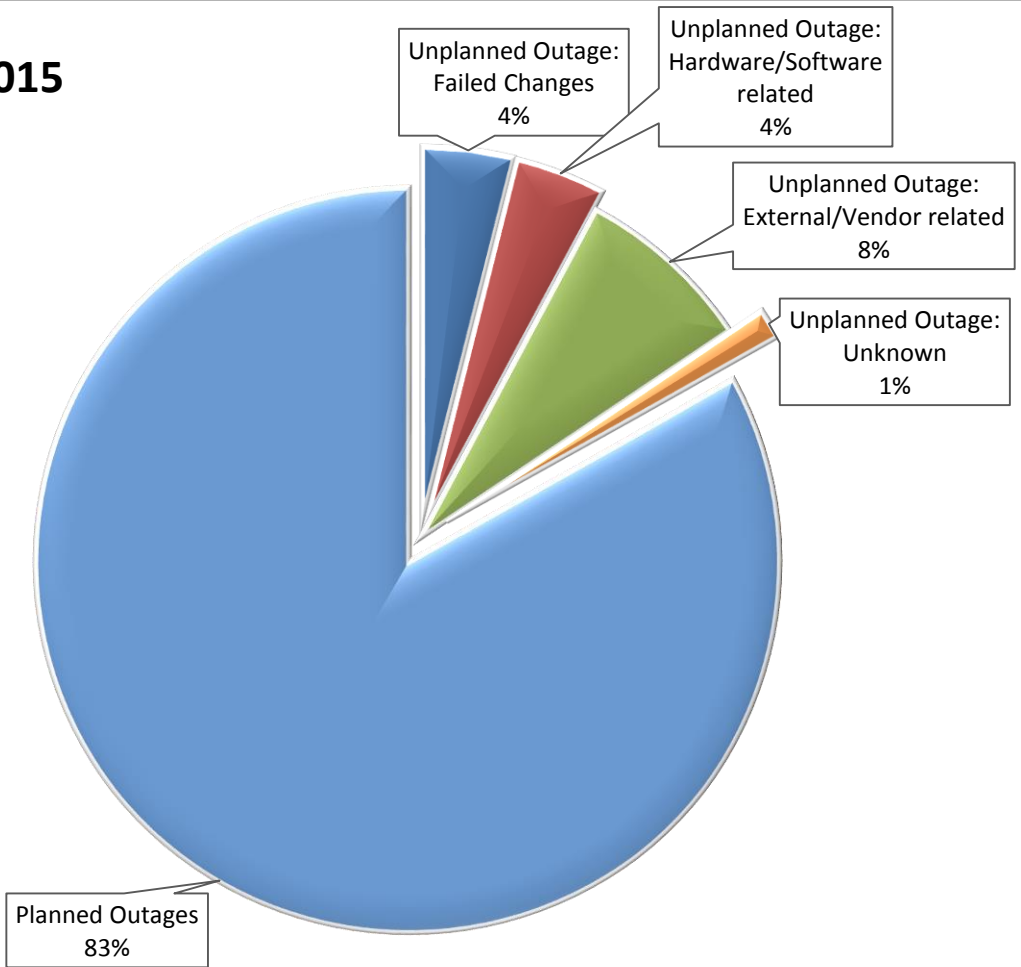
■ # Unplanned Outages	22	12	12	11	12	21	21	9	14	16	13	8
■ # Planned Outages	27	44	52	47	51	36	54	74	58	67	64	46
▲ Ratio of Unplanned Outages Caused by Failed Changes to Total Outages	12%	2%	0%	7%	3%	11%	3%	1%	7%	5%	4%	0%
◆ Ratio of Unplanned to Total Outages	45%	21%	19%	19%	19%	37%	28%	11%	19%	19%	17%	15%

Ratio Unplanned to Total Events



November 2015 Causes of ITS

**Total Outages =
77**



November 2015 Count	Day of Week	Start Date	Time	Coverage Start	Duration	Service/ Location	Root Cause	Contact	Comments	Ticket?
1	Monday	2-Nov-15	4:30 pm - 12 am	Night	7.5 Hours	LMS	Vendor	Nate McCall	bookmarking function in LMS	No
2	Wednesday	4-Nov-15	8 am - 10 am	Day	2 Hours	Google Calendar	Vendor	Lisa Bono		No
3	Monday	9-Nov-15	9:15 am - 10 am	Day	45 Minutes	Network at 509 Swift	Power Outage	John Haskins		No
4	Monday	9-Nov-15	2 pm - 2:15 pm	Day	15 Minutes	Campus Directory	Failed Change	Glenn Blackler		No
5	Tuesday	10-Nov-15	12:30 pm - 1:30 pm	Day	1 Hour	Network at Barn H	Hardware	George Peek		INC0356326
6	Tuesday	17-Nov-15	4 am - 6:45 am	Day	2.75 Hours	Campus Directory, WordPress, Corgrants, V/V/V	Failed	Glenn Blackler		INC0350257
7	Tuesday	17-Nov-15	6:39 am - 7:40 am	Day	1 Hour	Network at Cowell and Stevenson	Power	John Haskins		No
8	Tuesday	17-Nov-15	1:19 pm - 4:30 pm	Day	3 Hours	Network and Telephone at 2300 Delaware, Shaffer, Thimann	Other	John Haskins	Due to suspected vandalism	No
9	Tuesday	24-Nov-15	10:50 am - 11:20 am	Day	30 Minutes	Network at E2 and Economics	Failed	Nigel Jacques		No
10	Tuesday	24-Nov-15	1 pm - 2 pm	Day	1 Hour	Network	Power	Vic Remplillo	due to power	No
11	Wednesday	25-Nov-15	11:24 am - 12:55 pm	Day	1.5 Hours	Phones at College 310 and Student Health Center	Software	Matt McKenna		INC0357900
12	Thursday	11/26/2015 - 11/27/15	All Day	Day	2 Days	Network and Wireless at Stevenson College Academic Buidin	Hardware	Nigel Jacques	Rodents (rat chewed through cable). Count as one outage as occurred over weekend when building was not in	No
13	Saturday	28-Nov-15	12:26 pm - 12 am	Day/Night	12 Hours	Data Network Across Campus and Astrophysics Cluster	Power Outage	John Haskins		No