<u>SUMMARY for **October 2015**</u>:
See below for a list of Root Causes for Unplanned Outages.
ITS Changes and outages continue to meet goal.

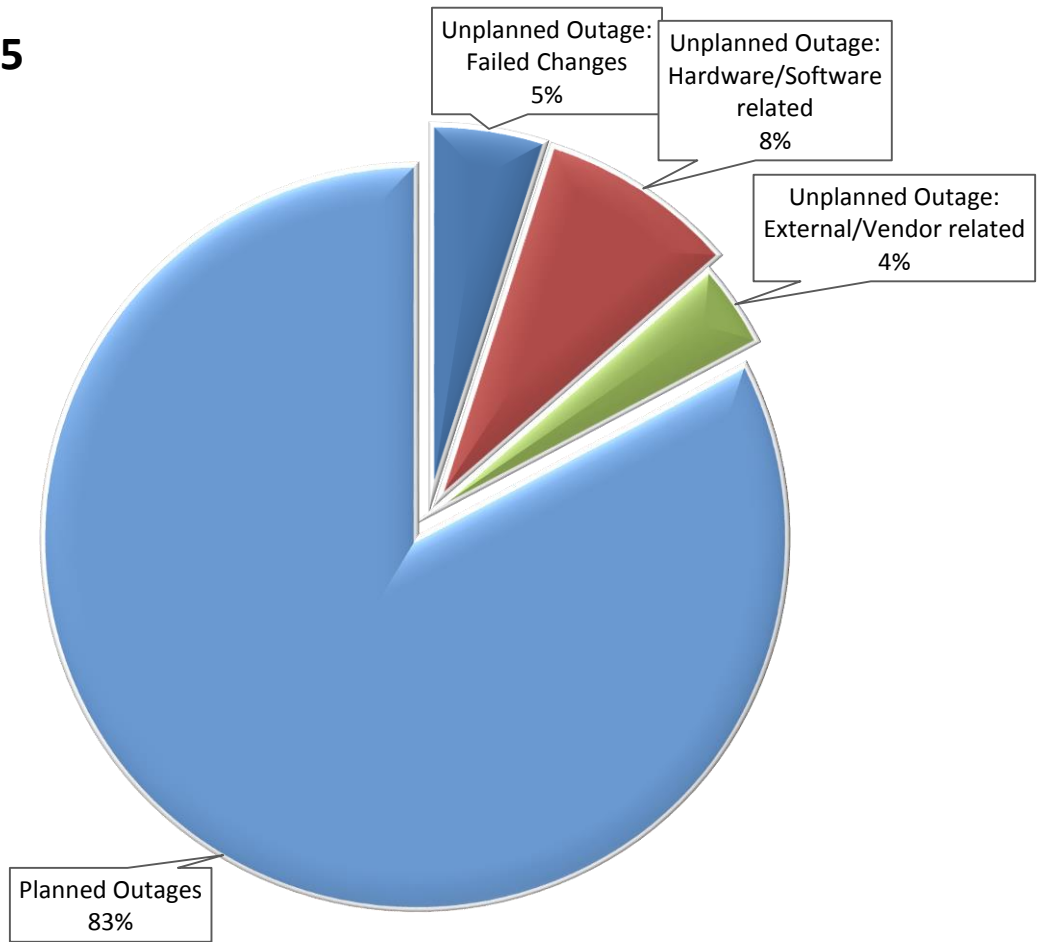**38.7%** of all planned changes were documented in IT Request.

● Ratio of Unplanned to Total Outages & Maintenance Events:

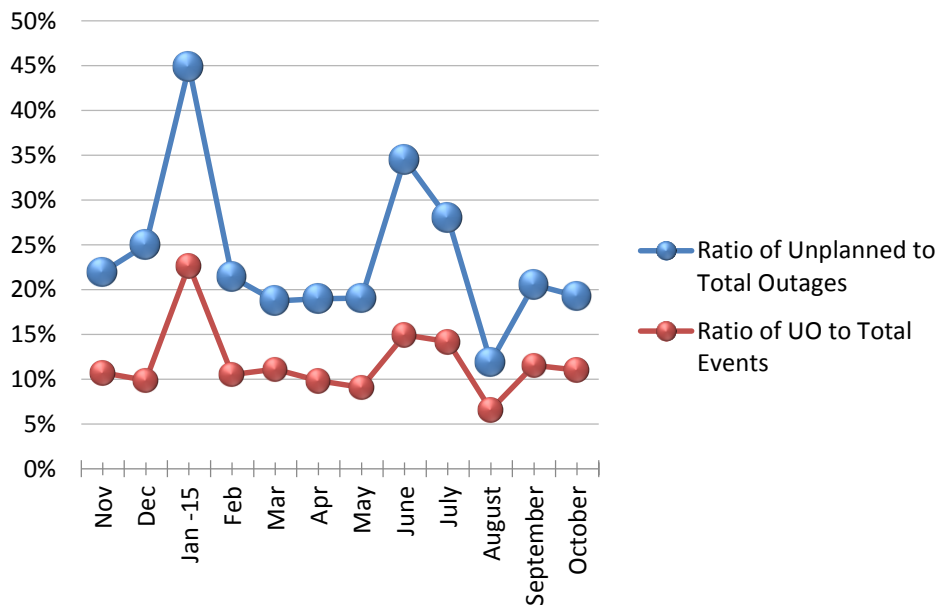| Month	Unplanned to Total Outages	Unplanned to Total Events
October	**19%**	**11%**

● Goal for 2015-16: 100% of changes documented in IT Request.
    o **October**   **Planned: 38.7%   Unplanned: 57.7%**

● Goal: Outages due to failed changes: ≤ 9 per quarter (~5%)
    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 **October - 4**

● <u>**October**</u> Unplanned Outages Summary = **16**
    o **5** outage(s) were caused by hardware issues
    o **4** outage(s) were caused by failed changes
    o **4** outage(s) were caused by software issues
    o **2** outage(s) were caused by vendor issues
    o **1** outage(s) was caused by a power failure

October 2015
Causes of ITS

Total Outages = 83

Unplanned Outage: Failed Changes 5%

Unplanned Outage: Hardware/Software related 8%

Unplanned Outage: External/Vendor related 4%

Planned Outages 83%

Ratio Unplanned to Total Events

- Ratio of Unplanned to Total Outages
- Ratio of UO to Total Events

Nov, Dec, Jan -15, Feb, Mar, Apr, May, June, July, August, September, October

ITS Outage Metrics
October 2015

 # Outages (left axis: 0–90), right axis: 0%–100%
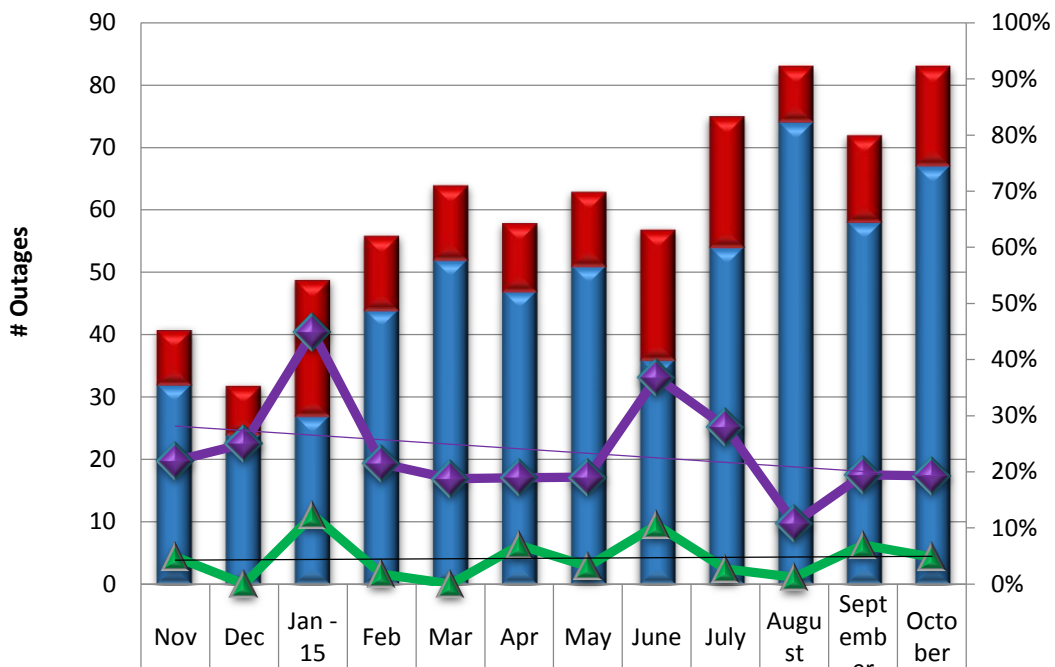
	Nov	Dec	Jan - 15	Feb	Mar	Apr	May	June	July	August	September	October
# Unplanned Outages	9	8	22	12	12	11	12	21	21	9	14	16
# Planned Outages	32	24	27	44	52	47	51	36	54	74	58	67
Ratio of Unplanned Outages Caused by Failed Changes to Total Outages	5%	0%	12%	2%	0%	7%	3%	11%	3%	1%	7%	5%
Ratio of Unplanned to Total Outages	22%	25%	45%	21%	19%	19%	19%	37%	28%	11%	19%	19%

October 2015 Count	Day of Week	Start Date	Time	Coverage Start	Duration	Service/ Location	Root Cause	Contact	Comments	Ticket?
1	Friday	2-Oct-15	2:20 pm - 3:35 pm	Day	1 hour	Faculty Wordpress, FIS Jira	Software	Ken Smith		INC0351098
2	Monday	5-Oct-15	3 pm - 7:27 am	Day	16 hours	CruzBuy/FIS Connection	Software	Todd Graham	Firewall/outboud SSL	INC0351423
3	Monday	5-Oct-15	5 pm - 5:15 pm	Night	15 minutes	WCMS	Failed Change	Glenn Blackler	MySQL Database issue. Swap filled but not sure why.	INC0351468
4	Tuesday	6-Oct-15	8 am - 10:30 am	Day	2.5 hours	Web redirect to ServiceNow from http://itrequest.ucsc.edu	Failed Change	Jacques Delsemme	Undocumented change to resolve a .htaccess problem	No
5	Tuesday	6-Oct-15	2:50pm - 3:20 pm	Day	30	CORGrants	Failed Change	Jacques Delsemme	WCMS Web Server Change	No
6	Friday	9-Oct-15	11:55 am - 4:17 pm	Day	4.5 Hours	Google Drive	Vendor	Lisa Bono	New code	No
7	Monday	12-Oct-15	6:24 am - 6:59 am	Day	30 Minutes	Faculty WordPress	Software	Ken Smith	MySQL Database issue. System had exhausted all its memory and was hung	No
8	Tuesday	13-Oct-15	1:20 pm -2:30 pm	Day	1 hour	Network & Telephones/Delaware & Shaffer Rd	Hardware	Paul Marundee	radar interference from a large naval	No
9	Thursday	15-Oct-15	2 am - 8:45 am	Day	6.75	Network & Telephone/2155 Delaware	Hardware	Paul Marundee	radar interference from a large naval vessel	No
10	Sunday	18-Oct-15	7:20 am - 9:03 am	Day	2 hours	DARC and College 9	Power Outage	Mark Boolootian		No
11, 12, 13	Sunday	18-Oct-15	7:30 am -12:30 pm	Day	3 days	Cable/IPTV	Hardware	Mike Veglia		INC0353466
14	Thursday	22-Oct-15	4:25 pm - 4:38 pm	Day	13 minutes	Network -- corgrants.ucsc.edu	Software	Jacques Delsemme		INC0353360
15	Wednesday	28-Oct-15	8 am - 2:45 pm	Day	7 hours	UC Learning Center	Vendor	Detmar Finke	UCOP change	No
16	Thursday	29-Oct-15	11:53 am - 2:46 pm	Day	3 hours	Mailman Mailing List Server	Failed Change	Josh Homan	unintended consequence caused by a rule change	No