

Total Staff Netware Environment 'Key Performance Indicators' for December ,2005

	Core KPI	Non-core KPI
Total December KPIs	99.96	99.84

NOTE:

At 01-Jan-2006, 00:18:00, any server which has run for > 32 days, 00:18, has been available 100% of the time in December.	7 of those.	In December there were 16 weekend or holidays, so total 'CORE' production hours were 278	In December, there were 744 hours in TOTAL.
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DISCLAIMER
 Faults in unrelated equipment (e.g., networking equipment, power supply, and so on) may have resulted in these services being unavailable to end users at other times.
 If such faults caused servers to stop, those stoppages have been included in these KPI calculations. However, where the servers remained running, but may actually not have been accessible to users, no downtime has been included.
 THUS, the KPIs reported DO NOT reflect the fact that SOME services MAY have been unavailable, through network and other faults, to SOME sets of users at SOME other times.

Seq No.	Comment	Server	Status	Used By	Netware Version	01-Dec-2005, 00:18:00 Uptime (Days)	01-Jan-2006, 00:18:00 Uptime (Days)	No. of reboots in DEC	Uptime in DEC (Days) (Max 31)	Planned downtime in DEC (Mins)	Server down, but service still available (CORE) (Mins)	Server down, but service still available (NON-CORE) (Mins)	Lost time in DEC (CORE) (Mins)	Lost time in DEC (NON-CORE) (Mins)	CORE KPI % in DEC	NON-CORE KPI % in DEC	Available CORE life this month (Hours)	Available TOTAL life this month (Hours)
1	Thu, 15-12-2005 18:00 to 23:00 Change No. 2715	ITS-FHUB-A01	Production	Staff	5.60.4	81	16	1	31	300					100.00	100.00	278	744
2	Thu, 15-12-2005 18:00 to 23:00 Change No. 2715 (3 reboots)	ITS-FHUB-A02	Production	Staff	5.60.4	81	16	3	31	300					100.00	100.00	278	744
3	Thu, 15-12-2005 18:00 to 23:00 Change No. 2715 (3 reboots)	ITS-FHUB-A03	Production	Staff	5.60.4	81	16	3	31	300					100.00	100.00	278	744
4	Thu, 15-12-2005 18:00 to 23:00 Change No. 2715 (2 reboots) Mon, 19-12-2005 13:48 to 16:06 ITS Reference: 20051219.1	ITS-FHUB-A04	Production	Staff	5.60.4	81	12	3	31	300	138				100.00	100.00	278	744
5	Thu, 15-12-2005 18:00 to 23:00 Change No. 2715	ITS-FHUB-B01	Production	Staff	5.60.4	80	16	1	31	300					100.00	100.00	278	744
6	Thu, 15-12-2005 18:00 to 23:00 Change No. 2715 (3 reboots)	ITS-FHUB-B02	Production	Staff	5.60.4	51	16	3	31	300					100.00	100.00	278	744
7	Thu, 15-12-2005 18:00 to 23:00 Change No. 2715 (4 reboots)	ITS-FHUB-B03	Production	Staff	5.60.4	80	16	4	31	300					100.00	100.00	278	744
8	Thu, 15-12-2005 18:00 to 23:00 Change No. 2715 (2 reboots)	ITS-FHUB-B04	Production	Staff	5.60.4	80	16	2	31	300					100.00	100.00	278	744
9	Thu, 15-12-2005 18:00 to 23:00 Change No. 2715	ITS-FNDS-A01	Production	Staff	5.60.5	82	16	1	31	300					100.00	100.00	278	744
10	Thu, 15-12-2005 18:00 to 23:00 Change No. 2715	ITS-FNDS-A02	Production	Staff	5.60.5	43	16	1	31	300					100.00	100.00	278	744
11	Sat, 10-12-2005 17:48 to 09:58 ITS Reference: 20051211.2 Sun, 11-12-2005 13:30 to 13:40 ITS Reference: 20051211.3 Mon, 12-12-2005 23:00 to 08:14 ITS Reference: 20051213.1 Wed, 14-12-2005 08:30 to 08:35 ITS Reference: 20051214.1 Thu, 15-12-2005 18:00 to 23:00 Change No. 2715	ITS-FNDS-B01	Production	Staff	5.60.5	80	16	7	31	300			87	1452	99.48	96.55	278	744
12	Thu, 15-12-2005 18:00 to 23:00 Change No. 2715	ITS-FNDS-B02	Production	Staff	5.60.5	84	16	1	31	300					100.00	100.00	278	744
13		ITS-FSHD-A01	Production	Staff	5.60.5	21	52		31						100.00	100.00	278	744
14		ITS-FSHD-A02	Production	Staff	5.60.5	21	52		31						100.00	100.00	278	744
15		ITS-FSHD-A03	Production	Staff	5.60.5	21	52		31						100.00	100.00	278	744
16		ITS-FSHD-A04	Production	Staff	5.60.5	21	52		31						100.00	100.00	278	744
17		ITS-FSHD-B01	Production	Staff	5.60.5	15	46		31						100.00	100.00	278	744
18	Sun, 04-12-2005 19:55 to 20:00 ITS Reference: 20051205.4	ITS-FSHD-B02	Standby	Staff	5.60.5	2	27	1	31			9			100.00	100.00	278	744
19		ITS-FSHD-B03	Production	Staff	5.60.5	20	51		31						100.00	100.00	278	744
20		ITS-FSHD-B04	Production	Staff	5.60.5	20	51		31						100.00	100.00	278	744
21	Thu, 15-12-2005 18:00 to 23:00 Change No. 2715	ITS-FZEN-A01	Production	Staff	5.60.4	83	16	1	31	300					100.00	100.00	278	744
22	Thu, 15-12-2005 18:00 to 23:00 Change No. 2715	ITS-FZEN-B01	Production	Staff	5.60.4	82	16	1	31	300					100.00	100.00	278	744
23	Sun, 11-12-2005 15:57 to 16:57 ITS Reference: 20051212.2	SOPHOS	Production	Staff	5.60.5	2	20	1	31				60		99.84	99.87	278	744
						34	713		4200				147	1452			6394	17112
						16	23		9									

Total DECEMBER KPIs	99.96	99.84
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