

Total Student Ntware Environment 'Key Performance Indicators' for December ,2005

	Core KPI	Non-core KPI
Total December KPIs	99.95	99.89

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.	0 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 (NON-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	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714 (2 reboots)	ITS-THUB-A01	Production	Student	5.60.4	143	0	2	31	300					100.00	100.00	278	744						
2	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714 (2 reboots)	ITS-THUB-A02	Production	Student	5.60.4	143	17	2	31	300					100.00	100.00	278	744						
3	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714 (2 reboots)	ITS-THUB-A03	Production	Student	5.60.4	143	17	2	31	300					100.00	100.00	278	744						
4	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714	ITS-THUB-A04	Production	Student	5.60.4	142	17	1	31	300					100.00	100.00	278	744						
5	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714 (2 reboots)	ITS-THUB-B01	Production	Student	5.60.4	143	17	2	31	300					100.00	100.00	278	744						
6	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714 (2 reboots)	ITS-THUB-B02	Production	Student	5.60.4	64	17	2	31	300					100.00	100.00	278	744						
7	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714 (2 reboots)	ITS-THUB-B03	Production	Student	5.60.4	143	17	2	31	300					100.00	100.00	278	744						
8	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714 (2 reboots)	ITS-THUB-B04	Production	Student	5.60.4	142	17	2	31	300					100.00	100.00	278	744						
9	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714	ITS-TNDS-A01	Production	Student	5.60.5	28	17	1	31	300					100.00	100.00	278	744						
10	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714	ITS-TNDS-A02	Production	Student	5.60.5	76	17	1	31	300					100.00	100.00	278	744						
11	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714 Thu, 15-12-2005 20:48 to 21:32 ITS Reference: 20051216.2 (2 reboots)	ITS-TNDS-B01	Production	Student	5.60.5	28	16	3	31	300		42			100.00	100.00	278	744						
12	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714 (2 reboots)	ITS-TNDS-B02	Production	Student	5.60.5	30	17	1	31	300					100.00	100.00	278	744						
13	Sat, 03-12-2005 00:05 to 00:08 Unreported Reboot Wed, 07-12-2005 12:49 to 12:53 Unreported Reboot Thu, 15-12-2005 18:30 to 18:45 Change No. 2775 Thu, 15-12-2005 14:40 to 14:46 Unreported Reboot Wed, 21-12-2005 00:05 to 00:09 Unreported Reboot	ITS-TSHD-A01	Production	Student	5.60.5	1	10	5	31	15			10	9	99.94	99.96	278	744						
14		ITS-TSHD-A03	Production	Student	5.60.5	5	36	0	31						100.00	100.00	278	744						
15		ITS-TSHD-A04	Standby	Student	5.60.5	41	72	0	31						100.00	100.00	278	744						
16		ITS-TSHD-B01	Standby	Student	5.60.5	85	116	0	31						100.00	100.00	278	744						
17		ITS-TSHD-B02	Standby	Student	5.60.5	7	38	0	31						100.00	100.00	278	744						
18	Fri, 02-12-2005 00:00 to 00:17 ITS Reference: 20051202.1 Wed, 07-12-2005 08:49 to 08:58 ITS Reference: 20051207.2 Sun, 12-12-2005 23:38 to 08:15 ITS Reference: 20051213.2 Fri, 16-12-2005 00:22 to 08:15 ITS Reference: 20051216.1 Sun, 25-12-2005 00:22 to 08:40 Unreported Reboot	ITS-TSHD-B03	Standby	Student	5.60.5	2	6	5	31		96	1894			100.00	100.00	278	744						
19	Sun, 11-12-2005 00:25 to 09:54 ITS Reference: 20051211.1 Tue, 27-12-2005 00:22 to 09:50 ITS Reference: 20051227.1	ITS-TSHD-B04	Production	Student	5.60.5	7	4	2	31				164	973	99.02	97.45	278	744						
20	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714 (2 reboots) Mon, 19-12-2005 19:48 to 20:59 Unreported Reboot	ITS-TZEN-A01	Standby	Student	5.60.5	144	12	3	31	300		61			100.00	100.00	278	744						
21	Thu, 08-12-2005 08:18 to 08:27 ITS Reference: 20051208.1 Wed, 14-12-2005 18:00 to 23:00 Change No. 2714 (2 reboots)	ITS-TZEN-A02	Production	Student	5.60.4	139	17	3	31	300		9			100.00	100.00	278	744						
22	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714 (2 reboots)	ITS-TZEN-B01	Production	Student	5.60.4	144	17	2	31	300					100.00	100.00	278	744						
23	Wed, 14-12-2005 18:00 to 23:00 Change No. 2714 (2 reboots)	ITS-TZEN-B02	Production	Student	5.60.4	20	17	2	31	300					100.00	100.00	278	744						
								43	713	4815			174	982			6394	17112						
								23	23	6														

Note: Schedule of upgrades during semester break

During the month of December 2005 there was a schedule of upgrades (CM 2714 & CM 2715) that required more than one reboot on most of the 30 servers involved. All downtimes were within the scheduled change times. KPIs were unaffected.

Two student servers are rebooting or hanging with causes as yet unknown. Fortunately one is a standby server and did not affect core uptime (ITS-TSHD-B03), ITS-TSHD-A01 is of concern as some of the reboots appear without a corresponding downtime notice.

Total DECEMBER KPIs	99.95	99.89
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