

**Staff Netware Environment 'Key Performance Indicators' for April ,2006**

	Core KPI	Non-core KPI
Total April KPIs	99.89	99.72

**NOTE:**

At 01-May-2006, 00:18:00, any server which has run for > 31 days, 00:18, has been available 100% of the time in April.	5 of those.	In April there were 8 weekend or holidays, so total 'CORE' production hours were 284	In April, there were 720 hours in TOTAL.
--	-------------	--	--

**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-Apr-2006, 00:18:00 Uptime (Days)	01-May-2006, 00:18:00 Uptime (Days)	No. of reboots in APR	Uptime in APR (Days) (Max 30)	Planned downtime in APR (Mins)	Server down, but service still available (NON-CORE) (Mins)	Server down, but service still available (NON-CORE) (Mins)	Lost time in APR (CORE) (Mins)	Lost time in APR (NON-CORE) (Mins)	CORE KPI % in APR	NON-CORE KPI % in APR	Available CORE life this month (Hours)	Available TOTAL life this month (Hours)	
1	Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4	ITS-FHUB-A01	Production	Staff	5.60.5	1	12	1	30				40		100.00	99.91	284	720	
2	Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4	ITS-FHUB-A02	Production	Staff	5.60.5	1	12	1	30				40		100.00	99.91	284	720	
3	Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4	ITS-FHUB-A03	Production	Staff	5.60.5	1	11	1	30				40		100.00	99.91	284	720	
4	Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4	ITS-FHUB-A04	Production	Staff	5.60.5	1	12	1	30				40		100.00	99.91	284	720	
5		ITS-FHUB-B01	Production	Staff	5.60.5	2	32	0	30						100.00	100.00	284	720	
6	Thu 2006-04-27 12:30 to 13:00 ITS Reference 20060427.2	ITS-FHUB-B02	Production	Staff	5.60.5	2	3	1	30			30			99.82	99.93	284	720	
7	Tue 2006-04-04 08:17 to 08:47 Unreported Reboot	ITS-FHUB-B03	Production	Staff	5.60.5	2	26	1	30			30			99.82	99.93	284	720	
8		ITS-FHUB-B04	Production	Staff	5.60.5	2	32	0	30						100.00	100.00	284	720	
9	Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4	ITS-FNDS-A01	Production	Staff	5.60.5	1	12	1	30				40		100.00	99.91	284	720	
10	Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4	ITS-FNDS-A02	Production	Staff	5.60.5	1	12	1	30				40		100.00	99.91	284	720	
11	Thu 2006-04-27 09:37 to 09:55 Unreported Reboot Thu 2006-04-27 10:06 to 10:23 Unreported Reboot Thu 2006-04-27 10:36 to 10:53 Unreported Reboot	ITS-FNDS-B01	Production	Staff	5.60.5	1	3	3	30				52		100.00	99.88	284	720	
12	Sun 2006-04-02 13:06 to 13:53 Unreported Reboot Wed 2006-04-26 15:59 to 16:10 ITS Reference 20060426.1	ITS-FNDS-B02	Production	Staff	5.60.5	2	4	2	30			58			99.66	99.87	284	720	
13	Wed 2006-04-26 16:05 to 16:15 ITS Reference 20060426.2 Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4	ITS-FSHD-A01	Production	Staff	5.60.5	1	4	2	30			10	40		99.94	99.88	284	720	
14	Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4	ITS-FSHD-A02	Production	Staff	5.60.5	1	10	1	30				40		100.00	99.91	284	720	
15	Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4	ITS-FSHD-A03	Production	Staff	5.60.5	1	12	1	30				40		100.00	99.91	284	720	
16	Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4	ITS-FSHD-A04	Production	Staff	5.60.5	1	12	1	30				40		100.00	99.91	284	720	
17		ITS-FSHD-B01	Production	Staff	5.60.5	2	32	0	30						100.00	100.00	284	720	
18		ITS-FSHD-B02	Standby	Staff	5.60.5	2	32	0	30						100.00	100.00	284	720	
19	Thu 2006-04-27 22:40 to Fri 2006-04-28 08:30 ITS Reference 20060428.1	ITS-FSHD-B03	Production	Staff	5.60.5	2	2	1	30			30	560		99.82	98.63	284	720	
20	Mon 2006-04-10 20:55 to 21:05 ITS Reference 20060411.2	ITS-FSHD-B04	Production	Staff	5.60.5	2	20	1	30				10		100.00	99.98	284	720	
21	Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4	ITS-FZEN-A01	Production	Staff	5.60.5	1	12	1	30				40		100.00	99.91	284	720	
22		ITS-FZEN-B01	Production	Staff	5.60.5	2	32	0	30						100.00	100.00	284	720	
23	Sun 2006-04-09 16:46 to Mon 2006-04-09 08:45 ITS Reference 20060410.1 Tue 2006-04-18 22:00 to Wed 2006-04-19 09:30 ITS Reference 20060419.4 Tue 2006-04-25 09:21 to 09:56 ITS Reference 20060425.1 Sun 2006-04-30 13:26 to 15:01 ITS Reference 20060430.1	SOPHOS	Production	All	5.60.5	0	0	4	29			265	1272		98.44	96.44	284	720	
						25	688.0854	0				423	2334				6532	16560	
						23	5	23											

**Note: Edgar Maderazo will be doing the KPI's for the next 6 months starting this month.**

Total APRIL KPIs	99.89	99.72
------------------	-------	-------

During the month of April 2006, there were 4 university holidays (Good Friday, Easter Monday and Tuesday, and ANZAC Day). There was also an accidental powerdown of ITS servers located at Mantrack done by one of Mantrack's personnel. This happened on the 18th of April (Easter Tuesday) around 22:34 as indicated by the Netware server logs. The ITS Reference for this shutdown is 20060419.4

Noteworthy for this month is the promotion of ITS-TSHD-B01 from Standby to Production status which happened on the 20th of April. No planned downtimes as per Change Management happened on the Staff servers. Only two Student servers had planned downtimes.