

Student Netware Environment 'Key Performance Indicators' for April ,2006

| | Core KPI | Non-core KPI |
|------------------|----------|--------------|
| Total April KPIs | 99.67 | 99.81 |

NOTE:

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| 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. | 7 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. |
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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

| 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 (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-THUB-A01 | Production | Student | 5.60.5 | 58 | 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-THUB-A02 | Production | Student | 5.60.5 | 58 | 12 | 1 | 30 | | | | 40 | | 100.00 | 99.91 | 284 | 720 |
| 3 | Thu 2006-04-06 08:04 to 08:19 Abended. Unreported Reboot Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4 | ITS-THUB-A03 | Production | Student | 5.60.5 | 58 | 12 | 2 | 30 | | | | 15 | 40 | 99.91 | 99.87 | 284 | 720 |
| 4 | Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4 | ITS-THUB-A04 | Production | Student | 5.60.5 | 58 | 12 | 1 | 30 | | | | 40 | | 100.00 | 99.91 | 284 | 720 |
| 5 | | ITS-THUB-B01 | Production | Student | 5.60.5 | 13 | 43 | 0 | 30 | | | | | | 100.00 | 100.00 | 284 | 720 |
| 6 | | ITS-THUB-B02 | Production | Student | 5.60.5 | 13 | 43 | 0 | 30 | | | | | | 100.00 | 100.00 | 284 | 720 |
| 7 | | ITS-THUB-B03 | Production | Student | 5.60.5 | 13 | 43 | 0 | 30 | | | | | | 100.00 | 100.00 | 284 | 720 |
| 8 | | ITS-THUB-B04 | Production | Student | 5.60.5 | 13 | 43 | 0 | 30 | | | | 3 | | 99.98 | 99.99 | 284 | 720 |
| 9 | Tue 2006-04-04 08:32 to 09:04 Abended. Unreported Reboot. Thu 2006-04-06 16:00 to 17:00 ITS Reference 20060406.2 Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4 Mon 2006-04-24 18:37 to 18:55 Change #3097 Wed 2006-04-26 12:30 to 13:10 Change #3100 | ITS-TNDS-A01 | Production | Student | 5.60.5 | 21 | 4 | 5 | 30 | 85 | | | 172 | 58 | 98.99 | 99.47 | 284 | 720 |
| 10 | Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4 | ITS-TNDS-A02 | Production | Student | 5.60.5 | 63 | 12 | 1 | 30 | | | | 40 | | 100.00 | 99.91 | 284 | 720 |
| 11 | Mon 2006-04-24 18:15 to 18:45 Change #3098 | ITS-TNDS-B01 | Production | Student | 5.60.5 | 13 | 6 | 1 | 30 | 30 | | | 30 | | 100.00 | 99.93 | 284 | 720 |
| 12 | | ITS-TNDS-B02 | Production | Student | 5.60.5 | 13 | 43 | 0 | 30 | | | | | | 100.00 | 100.00 | 284 | 720 |
| 13 | Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4 Wed 2006-04-19 18:00 to 18:27 ITS Reference 20060420.1 Fri 2006-04-21 08:48 to 10:00 ITS Reference 20060421.2 Wed 2006-04-26 14:00 to 14:11 ITS Reference 20060426.3 | ITS-TSHD-A01 | Standby | Student | 5.60.5 | 69 | 4 | 4 | 30 | | | | 150 | | 100.00 | 99.65 | 284 | 720 |
| 14 | Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4 | ITS-TSHD-A03 | Production | Student | 5.60.5 | 21 | 12 | 1 | 30 | | | | 40 | | 100.00 | 99.91 | 284 | 720 |
| 15 | Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4 | ITS-TSHD-A04 | Production | Student | 5.60.5 | 2 | 12 | 1 | 30 | | | | 40 | | 100.00 | 99.91 | 284 | 720 |
| 16 | Fri 2004-04-21 08:16 to 08:26 ITS Reference 20060421.1 Fri 2004-04-21 11:20 to 11:50 ITS Reference 20060421.3 | ITS-TSHD-B01 | Production | Student | 5.60.5 | 13 | 9 | 2 | 30 | | | | 40 | | 99.77 | 99.91 | 284 | 720 |
| 17 | | ITS-TSHD-B02 | Standby | Student | 5.60.5 | 9 | 39 | 0 | 30 | | | | | | 100.00 | 100.00 | 284 | 720 |
| 18 | Thu 2006-04-06 12:07 to 8:00 ITS Reference 20060406.1 | ITS-TSHD-B03 | Standby | Student | 5.60.6 | | 24 | 1 | 30 | | | 38 | 473 | | 97.22 | 98.91 | 284 | 720 |
| 19 | Mon 2006-04-17 12:22 to 10:20 ITS Reference 20060417.1 | ITS-TSHD-B04 | Standby | Student | 5.60.5 | 13 | 13 | 1 | 30 | | | | 598 | | 96.49 | 98.62 | 284 | 720 |
| 20 | Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4 | ITS-TZEN-A01 | Production | Student | 5.60.5 | 74 | 12 | 1 | 30 | | | | 40 | | 100.00 | 99.91 | 284 | 720 |
| 21 | Tue 2006-04-18 22:34 to 23:14 ITS Reference 20060419.4 | ITS-TZEN-A02 | Production | Student | 5.60.5 | 27 | 12 | 1 | 30 | | | 5 | 40 | | 100.00 | 99.91 | 284 | 720 |
| 22 | | ITS-TZEN-B01 | Production | Student | 5.60.5 | 13 | 43 | 0 | 30 | | | | | | 100.00 | 100.00 | 284 | 720 |
| 23 | | ITS-TZEN-B02 | Production | Student | 5.60.5 | 13 | 43 | 0 | 30 | | | | | | 100.00 | 100.00 | 284 | 720 |
| | | | | | | 24 | 688.5715 | 115 | | | | | 1301 | 598 | | | 6532 | 16560 |
| | | | | | | 23 | | 7 | | | | | | | | | | |

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

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.

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| Total APRIL KPIs | 99.67 | 99.81 |
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