

Total Student Ntware Environment 'Key Performance Indicators' for February ,2006

	Core KPI	Non-core KPI
Total February KPIs	99.90	99.71

NOTE:

At 01-Mar-2006, 00:18:00, any server which has run for > 29 days, 00:18, has been available 100% of the time in February.	0 of those.	In February there were 8 weekend or holidays, so total 'CORE' production hours were 264	In February, there were 672 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	Ntware Version	01-Feb-2006, 00:18:00 Uptime (Days)	01-Mar-2006, 00:18:00 Uptime (Days)	No. of reboots in FEB	Uptime in FEB (Days) (Max 28)	Planned downtime in FEB (Mins)	Server down, but service still available (CORE) (Mins)	Server down, but service still available (NON-CORE) (Mins)	Lost time in FEB (CORE) (Mins)	Lost time in FEB (NON-CORE) (Mins)	CORE KPI % in FEB	NON-CORE KPI % in FEB	Available CORE life this month (Hours)	Available TOTAL life this month (Hours)
1	Wed, 01-02-2006 18:00 to 22:00 Change No. 2828 (2 reboots)	ITS-THUB-A01	Production	Student	5.60.5	14	27	2	28	240					100.00	100.00	264	672
2	Wed, 01-02-2006 18:00 to 22:00 Change No. 2828 (2 reboots)	ITS-THUB-A02	Production	Student	5.60.5	14	27	2	28	240					100.00	100.00	264	672
3	Wed, 01-02-2006 18:00 to 22:00 Change No. 2828	ITS-THUB-A03	Production	Student	5.60.5	14	27	1	28	240					100.00	100.00	264	672
4	Wed, 01-02-2006 18:00 to 22:00 Change No. 2828	ITS-THUB-A04	Production	Student	5.60.5	14	27	1	28	240					100.00	100.00	264	672
5	Wed, 01-02-2006 18:00 to 22:00 Change No. 2828	ITS-THUB-B01	Production	Student	5.60.5	14	27	1	28	240					100.00	100.00	264	672
6	Wed, 01-02-2006 18:00 to 22:00 Change No. 2828	ITS-THUB-B02	Production	Student	5.60.5	14	27	1	28	240					100.00	100.00	264	672
7	Wed, 01-02-2006 18:00 to 22:00 Change No. 2828	ITS-THUB-B03	Production	Student	5.60.5	14	27	1	28	240					100.00	100.00	264	672
8	Wed, 01-02-2006 18:00 to 22:00 Change No. 2828	ITS-THUB-B04	Production	Student	5.60.5	14	27	1	28	240					100.00	100.00	264	672
9	Wed, 15-02-2006 16:45 to 17:00 ITS Reference: 20060215.3	ITS-TNDS-A01	Production	Student	5.60.5	10	13	1	28				15		99.91	99.96	264	672
10		ITS-TNDS-A02	Production	Student	5.60.5	4	32	0	28						100.00	100.00	264	672
11	Thu, 02-02-2006 23:07 to 08:50 ITS Reference: 20060203.1 Tue, 21-02-2006 02:20 to 08:20 ITS Reference: 20060221.1	ITS-TNDS-B01	Production	Student	5.60.5	15	7	2	28				70	907	99.56	97.58	264	672
12	Mon, 27-02-2006 18:00 to 18:20 Change No. 2852 (2 reboots)	ITS-TNDS-B02	Production	Student	5.60.5	15	1	2	28	20					100.00	100.00	264	672
13		ITS-TSHD-A01	Production	Student	5.60.5	10	38	0	28						100.00	100.00	264	672
14	Wed, 01-02-2006 18:00 to 22:00 Change No. 2828 Thu, 02-02-2006 10:18 to 10:37 Unreported Reboot	ITS-TSHD-A03	Production	Student	5.60.5	12	26	2	28	240			18		99.89	99.96	264	672
15	Wed, 01-02-2006 12:00 to 16:00 Change No. 2851	ITS-TSHD-A04	Standby	Student	5.60.5	14	27	1	28	240					100.00	100.00	264	672
16	Wed, 01-02-2006 12:00 to 16:00 Change No. 2851 Mon, 20-02-2006 10:35 to 11:05 ITS Reference: 20060220.6 Sun, 26-02-2006 00:18 to 10:22 ITS Reference: 20060226.1	ITS-TSHD-B01	Standby	Student	5.60.5	14	2	3	28	240	172	462			100.00	100.00	264	672
17	Wed, 01-02-2006 12:00 to 16:00 Change No. 2851 Tue, 07-02-2006 00:18 to 08:21 Wed, 08-02-2006 11:18 to 13:40 Thu, 09-02-2006 16:48 to 09:31 Sat, 11-02-2006 21:48 to 16:05 Mon, 13-02-2006 15:48 to 16:40 Tue, 14-02-2007 12:18 to 13:54 (2 reboots) Tue, 14-02-2006 21:48 to 08:21 Wed, 15-02-2006 15:48 to 09:07 Thu, 16-02-2006 21:48 to 08:22 Sat, 25-02-2006 23:48 to 10:33 Sun, 26-02-2006 21:48 to 08:33 Mon, 27-02-2006 11:00 to 11:10 Change No. 2847	ITS-TSHD-B02	Standby	Student	5.60.5	10	1	13	28	240	675	195			100.00	100.00	264	672
18	Wed, 01-02-2006 12:00 to 16:00 Change No. 2851 Thu, 23-02-2006 10:48 to 11:04 ITS Reference: 20060223.1 Sun, 26-02-2006 09:48 to 10:20 ITS Reference: 20060226.3 (2 reboots)	ITS-TSHD-B03	Standby	Student	5.60.5	14	2	4	28	240	48				100.00	100.00	264	672
19	Wed, 01-02-2006 18:00 to 22:00 Change No. 2828 Sat, 04-02-2006 18:07 to 10:42 ITS Reference: 20060205.1 Wed, 08-02-2006 13:21 to 13:28 ITS Reference: 20060208.2 Tue, 14-02-2006 11:35 to 11:40 ITS Reference: 20060214.1 Sat, 18-02-2006 00:21 to 10:20 ITS Reference: 20060218.1 Wed, 22-02-2006 11:18 to 12:10 Unreported Reboot	ITS-TSHD-B04	Production	Student	5.60.5	1	6	6	28	240			246	1426	98.45	95.85	264	672
20		ITS-TZEN-A01	Standby	Student	5.60.5	15	43	0	28						100.00	100.00	264	672
21		ITS-TZEN-A02	Production	Student	5.60.5	15	43	0	28						100.00	100.00	264	672
22		ITS-TZEN-B01	Production	Student	5.60.5	15	43	0	28						100.00	100.00	264	672
23		ITS-TZEN-B02	Production	Student	5.60.5	0	28	0	28						100.00	100.00	264	672
							44	644		3380			349	2333			6072	15456
							23	23		8								

Note: Schedule of upgrades during semester break

During the month of February 2006 there was a schedule of upgrades (CM 2828 & CM 2851) that required reboot of most student servers (ITS-Txxx-ann). All downtimes were within the scheduled change times. KPIs were unaffected.

Total FEBRUARY KPIs	99.90	99.71
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