

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

	Core KPI	Non-core KPI
Total March KPIs	99.94	99.98

NOTE:

At 01-Apr-2006, 00:18:00, any server which has run for > 32 days, 00:18, has been available 100% of the time in March.	7 of those.	In March there were 8 weekend or holidays, so total 'CORE' production hours were 294	In March, there were 744 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-Mar-2006, 00:18:00 Uptime (Days)	01-Apr-2006, 00:18:00 Uptime (Days)	No. of reboots in MAR	Uptime in MAR (Days) (Max 31)	Planned downtime in MAR (Mins)	Server down, but service still available (NON-CORE) (Mins)	Server down, but service still available (NON-CORE) (Mins)	Lost time in MAR (CORE) (Mins)	Lost time in MAR (NON-CORE) (Mins)	CORE KPI % in MAR	NON-CORE KPI % in MAR	Available CORE life this month (Hours)	Available TOTAL life this month (Hours)
1		ITS-THUB-A01	Production	Student	5.60.5	27	58	0	31						100.00	100.00	294	744
2		ITS-THUB-A02	Production	Student	5.60.5	27	58	0	31						100.00	100.00	294	744
3		ITS-THUB-A03	Production	Student	5.60.5	27	58	0	31						100.00	100.00	294	744
4		ITS-THUB-A04	Production	Student	5.60.5	27	58	0	31						100.00	100.00	294	744
5	Fri, 2006-03-17 18:00 to Sun, 2006-03-19 23:00 Change #2985	ITS-THUB-B01	Production	Student	5.60.5	27	13	1	29	3180					100.00	100.00	294	744
6	Fri, 2006-03-17 18:00 to Sun, 2006-03-19 23:00 Change #2985	ITS-THUB-B02	Production	Student	5.60.5	27	13	1	29	3180					100.00	100.00	294	744
7	Fri, 2006-03-17 18:00 to Sun, 2006-03-19 23:00 Change #2985	ITS-THUB-B03	Production	Student	5.60.5	27	13	1	29	3180					100.00	100.00	294	744
8	Thu, 2006-03-16 15:48 to 15:52 ITS Reference: 20060316.7 Fri, 2006-03-17 18:00 to Sun, 2006-03-19 23:00 Change #2985	ITS-THUB-B04	Production	Student	5.60.5	27	13	2	29	3180			3		99.98	99.99	294	744
9	Thu, 2006-03-09 15:18 to 15:50 ITS Reference: 20060309.5 Fri, 2006-03-10 09:20 to 10:10 Unreported Reboot	ITS-TNDS-A01	Production	Student	5.60.5	13	21	2	31				61		99.65	99.86	294	744
10	Thu, 2006-03-16 18:30 to 19:30 Change #3014	ITS-TNDS-A02	Production	Student	5.60.5	32	63	0	31						100.00	100.00	294	744
11	Fri, 2006-03-17 18:00 to Sun, 2006-03-19 23:00 Change #2985	ITS-TNDS-B01	Production	Student	5.60.5	7	13	2	29	3240					100.00	100.00	294	744
12	Fri, 2006-03-17 18:00 to Sun, 2006-03-19 23:00 Change #2985	ITS-TNDS-B02	Production	Student	5.60.5	1	13	1	29	3180					100.00	100.00	294	744
13		ITS-TSHD-A01	Production	Student	5.60.5	38	69	0	31						100.00	100.00	294	744
14	Thu, 2006-03-09 14:08 to 15:41 Unreported Reboot Fri, 2006-03-10 09:20 to 10:10 Unreported Reboot	ITS-TSHD-A03	Production	Student	5.60.5	26	21	2	31				143		99.19	99.68	294	744
15	Wed, 2006-03-15 12:38 to 13:10 ITS Reference: 20060315.3 Wed, 2006-03-29 15:18 to 15:19 Unreported Reboot	ITS-TSHD-A04	Production	Student	5.60.5	27	2	2	31				33		99.81	99.93	294	744
16	Fri, 2006-03-17 18:00 to Sun, 2006-03-19 23:00 Change #2985	ITS-TSHD-B01	Standby	Student	5.60.5	2	13	1	29	3180					100.00	100.00	294	744
17	Fri, 2006-03-17 18:00 to Sun, 2006-03-19 23:00 Change #2985 Mon, 2006-03-20 21:07 to 08:39 Interruption #20060321.2 Wed, 2006-03-22 13:10 to 13:29 ITS Reference: 20060322.3	ITS-TSHD-B02	Standby	Student	5.60.5	1	9	3	28	3180	58	653			100.00	100.00	294	744
18	Tue, 2006-03-07 11:15 to 11:25 ITS Reference: 20060307.1 Fri, 2006-03-17 18:00 to Sun, 2006-03-19 23:00 Change #2985 2006-03-24 20:38 to 21:16 ITS Reference: 20060324.7	ITS-TSHD-B03	Standby	Student	5.60.6	2	0	3	29	3180		38	10		99.94	99.98	294	744
19	Fri, 2006-03-17 18:00 to Sun, 2006-03-19 23:00 Change #2985	ITS-TSHD-B04	Standby	Student	5.60.5	6	13	1	29	3180					100.00	100.00	294	744
20		ITS-TZEN-A01	Production	Student	5.60.5	43	74	0	31						100.00	100.00	294	744
21	Sun, 2006-03-04 21:32 to 21:37 Unreported Reboot	ITS-TZEN-A02	Production	Student	5.60.5	43	27	1	31				5		100.00	100.00	294	744
22	Fri, 2006-03-17 18:00 to Sun, 2006-03-19 23:00 Change #2985	ITS-TZEN-B01	Production	Student	5.60.5	43	13	1	29	3180					100.00	100.00	294	744
23	Fri, 2006-03-17 18:00 to Sun, 2006-03-19 23:00 Change #2985	ITS-TZEN-B02	Production	Student	5.60.5	28	13	1	29	3180					100.00	100.00	294	744
						25	685.7611	38220					250	0			6762	17112
						23		7	11									

Note: This month included building 28 power shutdown
<http://www.its.monash.edu.au/news/interruptions/powerdown.html>
 During the month of March 2006 there was a scheduled shutdown of power in building 28. This resulted in extended scheduled downtime of all servers located at the "B" site (ITS-xxxx-Bnn), in both staff and student systems. This change appears as CM#2985
 One "Production" and "Standby" server in the student environment exchanged their operational states in preparation for the powerdown. ITS-TSHD-A04 became production and ITS-TSHD-B04 became standby on March 12th. Neither server went down. Refer to CM#2991. Now all ITS-TSHD-Ann server are production and all ITS-TZEN-xnn are production.
 Disk Controller Firmware was updated for staff "A" site servers. Refer CM#3027, "B" site servers CM#3022.

Total MARCH KPIs	99.94	99.98
------------------	-------	-------