

**Total Staff Network Environment 'Key Performance Indicators' for June ,2005**

	Core KPI	Non-core KPI
Total June KPIs	99.71	99.71

**NOTE:**

At 01-Jul-2005, 00:18:00, any server which has run for > 31 days, 00:18, has been available 100% of the time in June.	16 of those.	In June there were 12 weekend or holidays, so total 'CORE' production hours were 276	In June, 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 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	Network Version	01-Jun-2005, 09:18:00 Uptime (Days)	01-Jul-2005, 00:18:00 Uptime (Days)	No. of reboots in JUN	Uptime in JUN (Days) (Max 30)	Planned downtime in JUN (Mins)	Server down but service still available (CORE) (Mins)	Server down, but service still available (NON-CORE) (Mins)	Lost time in JUN (CORE) (Mins)	Lost time in JUN (NON-CORE) (Mins)	CORE KPI % in JUN	NON-CORE KPI % in JUN	Available CORE life this month (Hours)	Available TOTAL life this month (Hours)		
1		ITS-FHUB-A01	Production	Staff	5.60.4	20	50		30						100.00	100.00	276	720		
2		ITS-FHUB-A02	Production	Staff	5.60.4	20	50		30						100.00	100.00	276	720		
3		ITS-FHUB-A03	Production	Staff	5.60.4	20	50		30						100.00	100.00	276	720		
4		ITS-FHUB-A04	Production	Staff	5.60.4	20	50		30						100.00	100.00	276	720		
5	<b>THU 08-06-2005 18:00 to 18:15</b> Change No. 2316	ITS-FHUB-B01	Production	Staff	5.60.4	7	21	1	30	15					100.00	100.00	276	720		
6		ITS-FHUB-B02	Production	Staff	5.60.4	19	49		30						100.00	100.00	276	720		
7		ITS-FHUB-B03	Production	Staff	5.60.4	19	49		30						100.00	100.00	276	720		
8	<b>THU 08-06-2005 18:00 to 18:15</b> Change No. 2317	ITS-FHUB-B04	Production	Staff	5.60.4	19	21	1	30	15					100.00	100.00	276	720		
9	<b>MON 08-06-2005 17:46 to 17:56</b> ITS Reference: 0606.2 <b>WED 08-06-2005 06:38 to 09:28</b> ITS Reference: 0608.3	ITS-FNDS-A01	Production	Staff	5.60.4	28	2	3	30		98	144			100.00	100.00	276	720		
10	<b>WED 08-06-2005 13:15 to 13:26</b> ITS Reference: 0608.6 <b>SUN 12-06-2005 23:18 to 08:20</b> ITS Reference: 0612.1 <b>TUE 14-06-2005 09:30 to 10:08</b> ITS Reference: 0614.2 <b>MON 20-06-2005 02:00 to 08:30</b> ITS Reference: 0620.1 <b>WED 22-06-2005 22:50 to 08:30</b> ITS Reference: 0623.1 <b>THU 30-06-2005 01:21 to 08:24</b> ITS Reference: 0630.1	ITS-FNDS-A02	Production	Staff	5.60.4	40	69		30						100.00	100.00	276	720		
11	<b>WED 22-06-2005 15:37 to 15:48</b> <b>Unreported Reboot</b> <b>TUE 28-06-2005 18:30 to 21:00</b> Change No. 2362	ITS-FNDS-B02	Production	Staff	5.60.4	26	2	2	30	150	11				100.00	100.00	276	720		
13		ITS-FSHD-A01	Production	Staff	5.60.4	8	38		30						100.00	100.00	276	720		
14		ITS-FSHD-A02	Production	Staff	5.60.4	8	38		30						100.00	100.00	276	720		
15		ITS-FSHD-A03	Production	Staff	5.60.4	20	50		30						100.00	100.00	276	720		
16		ITS-FSHD-A04	Production	Staff	5.60.4	20	50		30						100.00	100.00	276	720		
17	<b>THU 02-06-2005 18:15 to 19:00</b> Change No. 2306 <b>TUE 07-06-2005 18:15 to 19:00</b> Change No. 2309	ITS-FSHD-B01	Production	Staff	5.60.4	26	23	2	30	90					100.00	100.00	276	720		
18		ITS-FSHD-B02	Standby	Staff	5.60.4	47	77		30						100.00	100.00	276	720		
19		ITS-FSHD-B03	Production	Staff	5.60.4	26	???		30						100.00	100.00	276	720		
20		ITS-FSHD-B04	Production	Staff	5.60.4	26	56		30						100.00	100.00	276	720		
21		ITS-FZEN-A01	Production	Staff	5.60.4	26	56		30						100.00	100.00	276	720		
22		ITS-FZEN-B01	Production	Staff	5.60.4	1	31		30						100.00	100.00	276	720		
23	<b>Numerous Reboots (see Note 1)</b> ITS Reference: 0627.2, 0629.2	SOPHOS	Production	Staff	5.60.4	15	0	16	30				952		94.25	97.80	276	720		
								34	690					1115	1750			6348	16560	
								7	23											

**NOTE:**  
 1. Server SOPHOS suffered from a CIFS worm attack and was out of service on 16 occasions during the month  
 2. Server ITS-FSHD-B03 Had a fault with the MRTG reporting system, but did not drop user service.

Total JUNE KPIs	99.71	99.71
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