

Total Student Netware Environment 'Key Performance Indicators' for June ,2005

	Core KPI	Non-core KPI
Total June KPIs	99.99	99.99

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.	15 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	Netware 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-THUB-A01	Production	Student	5.60.4	5	35		30						100.00	100.00	276	720
2		ITS-THUB-A02	Production	Student	5.60.4	5	35		30						100.00	100.00	276	720
3		ITS-THUB-A03	Production	Student	5.60.4	5	35		30						100.00	100.00	276	720
4		ITS-THUB-A04	Production	Student	5.60.4	5	35		30						100.00	100.00	276	720
5		ITS-THUB-B01	Production	Student	5.60.4	7	37		30						100.00	100.00	276	720
6		ITS-THUB-B02	Production	Student	5.60.4	7	37		30						100.00	100.00	276	720
7		ITS-THUB-B03	Production	Student	5.60.4	7	37		30						100.00	100.00	276	720
8		ITS-THUB-B04	Production	Student	5.60.4	7	37		30						100.00	100.00	276	720
9	WED 15-06-2005 15:06 to 16:05 ITS Reference: 0615.5 WED 22-06-2005 00:36 to 08:30 ITS Reference: 0622.2	ITS-TNDS-A01	Production	Student	5.60.4	6	8	3	30		89	444			100.00	100.00	276	720
10		ITS-TNDS-A02	Production	Student	5.60.4	6	36		30						100.00	100.00	276	720
11	TUE 21-06-2005 18:00 to 18:30 Change No. 2360	ITS-TNDS-B01	Production	Student	5.60.4	19	9	1	30						100.00	100.00	276	720
12	WED 01-06-2005 14:43 to 14:50 Unreported Reboot	ITS-TNDS-B02	Production	Student	5.60.4	7	29	1	30		7				100.00	100.00	276	720
13	THU 09-06-2005 11:50 to 00:16 ITS Reference: 0610.1	ITS-TSHD-A01	Production	Student	5.60.4	6	20	1	30					26	100.00	99.94	276	720
14		ITS-TSHD-A02	Standby	Student	5.60.4	???	???	???	30						100.00	100.00	276	720
15		ITS-TSHD-A03	Production	Student	5.60.4	5	35		30						100.00	100.00	276	720
16		ITS-TSHD-A04	Standby	Student	5.60.4	7	37		30						100.00	100.00	276	720
17	MON 13-06-2005 22:58 to 08:20 ITS Reference: 0614.1	ITS-TSHD-B01	Standby	Student	5.60.4	6	16	1	30		20	542			100.00	100.00	276	720
18		ITS-TSHD-B02	Standby	Student	5.60.4	19	49		30						100.00	100.00	276	720
19		ITS-TSHD-B03	Standby	Student	5.60.4	1	31		30						100.00	100.00	276	720
20	MON 06-06-2005 18:36 to 18:38 ITS Reference: 0606.3 MON 27-06-2005 09:19 to 09:44 ITS Reference: 0627.1	ITS-TSHD-B04	Production	Student	5.60.4	7	3	2	30				25	2	99.85	99.94	276	720
21		ITS-TZEN-A01	Standby	Student	5.60.4	6	36		31						100.00	100.00	276	720
22	WED 15-06-2005 09:35 to 09:52 ITS Reference: 0615.4	ITS-TZEN-A02	Production	Student	5.60.4	6	15	1	30				17		99.90	99.96	276	720
23		ITS-TZEN-B01	Production	Student	5.60.4	7	37		30						100.00	100.00	276	720
24		ITS-TZEN-B02	Production	Student	5.60.4	7	37		30						100.00	100.00	276	720
								10	721				42	28			6624	17280
								8	23									

NOTE:

Total JUNE KPIs	99.99	99.99
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