

NORMAL SERVICE		92.61%	SERVICE NAME: NETWORK STORAGE - ISILON																							
SCHEDULED ADVERTISED OUTAGE			DATE: August 2014																							
UNSCHEDULED OUTAGE			INCIDENT COMMENTS:																							
PARTIAL OUTAGE			There is a bug with the current Isilon code that after a long period of time (>9 months) will lead to some issues with Endnote. The problem was resolved by the nodes in question having the affected process restarted. All nodes have had their process restarted and we will be patching this issue in December when the Isilon is upgraded. The issues will only have been noticed by a small percentage of users who were running a specific version of endnote on an early release of the managed desktop. For the vast majority of users there was no disruption or performance issues.																							
INTERMITTENT OUTAGE																										
PERFORMANCE ISSUES AFFECTING AVAILABILITY		7.39%																								
DEPENDENCY FAIL																										
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES		100.00%																								
DATE		Partial, Intermittent, & Dependency not included in Total, as parent service is still running. List the outages in minutes																								
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01-Jul-14																										
02-Jul-14																										
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05-Jul-14	3300 minutes performance isuses																									
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