

NORMAL SERVICE		86.43%	Service Name: <b>OFFICE 365 for STUDENTS</b>																							
SCHEDULED ADVERTISED OUTAGE			Date: <b>AUGUST 2014</b>																							
UNSCHEDULED OUTAGE		3.36%	<b>4-6 August/Master Record 1470900:</b> Problem with single sign on to Office365 email for students and taught postgraduates. This caused email to be inaccessible through My Manchester for those users. A temporary workaround was provided. An email routing code within the email portlet was recoded to fix the problem., which was a partial success till resolved at 09:45 on 7th August after more recodijg of mailing list routing to new URLs.....																							
PARTIAL OUTAGE		10.21%	<b>28-30 August</b> - An issue with Office 365 prevented a small number of students from accessing their mailbox, e.g. when a student tried to access the mailbox either via MyManchester (recommended method) or via direct URL. Microsoft deployed a fix at 8am on Saturday 30 August.																							
INTERMITTENT OUTAGE																										
PERFORMANCE ISSUES																										
DEPENDENCY FAIL																										
TOTAL AVAILABILITY INCL ALL OUTAGES		86.43%																								
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES																										
Durations to be noted below in minutes																										
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