

<b>NORMAL SERVICE</b>	<b>93.00%</b>	SERVICE NAME: Outlook Live																						
<b>SCHEDULED ADVERTISED OUTAGE</b>		DATE: September 2014																						
<b>UNSCHEDULED OUTAGE</b>	<b>0.10%</b>	<b>COMMENTS: 6/9 - CAS login issues prevented students accessing their Office 365 mailboxes</b>																						
<b>PARTIAL OUTAGE</b>	<b>6.70%</b>																							
<b>INTERMITTENT OUTAGE</b>		<b>9/9 - The switch to Shibboleth authentication resulted in access to mailboxes using mobile devices or IMAP clients being unavailable.</b>																						
<b>PERFORMANCE ISSUES AFFECTING AVAILABILITY</b>		<b>16/9 - IMAP and activesync login disabled because of a performance issue with authentication.</b>																						
<b>DEPENDENCY FAIL</b>		<b>23-25/9 - IMAP and activesync login disabled because of a performance issue with authentication.</b>																						
<b>TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES</b>	<b>99.90%</b>																							
<i>Partial, Intermittent, &amp; Dependency not included in Total, as parent service is still running. List the outages in minutes</i>																								
DATE	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
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