NORMAL SERVICE 100.00%									SERVICE NAME: Podcasting Service															
								6 DATE: 06/10/2014																
								, ,																
UNSCHEDULED OUTAGE								RFC-6354 SNS-4967: 30 minutes down time as part of the Isilon upgrade RFC-6402 SNS-5002: A dependancy for student access to podcasts failed in the timetable.																
PARTIAL OUTAGE																		n the ti	metabl	e.				
INTERMITTENT OUTAGE								~3,000	student	s could i	not acc	ess the	correct	podcas	sts for 1	.58 hou	rs.							
PERFORMANCE ISSUES AFFECTING AVAILABILITY																								
DEPENDENCY FAIL 21.90%								,																
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES 100.00%																								
								4																
Partial, Intermittent, & Dependency not included in Total, as parent																								
service is still running. List the outages in minutes																							1	
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
01-Sep-14																								
02-Sep-14 03-Sep-14																								
03-Sep-14																								
04-Sep-12																							-	
06-Sep-14																					_		-	
07-Sep-14																								
08-Sep-14																								
09-Sep-14																								
10-Sep-14									30															
11-Sep-14	1																							
12-Sep-14																								
13-Sep-14																								
14-Sep-14																								
15-Sep-14																								
16-Sep-14																								
17-Sep-14																								
18-Sep-14																								
19-Sep-14 20-Sep-14																								
21-Sep-14																								
22-Sep-14										9480														
23-Sep-14										3400														
24-Sep-14																								
25-Sep-14																								
26-Sep-14																								
27-Sep-14																								
28-Sep-14																								
29-Sep-14	1																							
30-Sep-14	1																							