

NORMAL SERVICE		99.72%	SERVICE NAME: STAFF/STUDENT PERSONAL TIMETABLE PUBLISHING																							
SCHEDULED ADVERTISED OUTAGE			DATE: Sep-14																							
UNSCHEDULED OUTAGE		0.28%	COMMENTS:																							
PARTIAL OUTAGE			15 Sept: For 60 minutes between 16:30 and 17:30 the reporting database became unresponsive, an attempt to restart the server revealed an individual logged into the server, as soon as the individual logged out service was restored																							
INTERMITTENT OUTAGE			22-23 Sept: intermittent disruption due to load on the system. Group timetables were switched off from 23-30/9 to reduce load to personal timetables (as group timetables are also available to schools in Syllabus Plus).																							
PERFORMANCE ISSUES AFFECTING AVAILABILITY		1.25%	19 calls regarding timetables were received by the IT Service Desk in September. No problems were reported by Schools to Timetabling (CTS)																							
DEPENDENCY FAIL																										
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES		99.72%																								
Partial, Intermittent, & Dependency not included in Total, as parent service is still running. List the outages in minutes																										
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																										
04-Sep-14																										
05-Sep-14																										
06-Sep-14																										
07-Sep-14																										
08-Sep-14																										
09-Sep-14																										
10-Sep-14																										
11-Sep-14																										
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																										
23-Sep-14																										
24-Sep-14																										
25-Sep-14																										
26-Sep-14																										
27-Sep-14																										
28-Sep-14																										
29-Sep-14																										
30-Sep-14																										