

NORMAL SERVICE		99.18%	SERVICE NAME: Blackboard 9.1																							
SCHEDULED ADVERTISED OUTAGE		0.55%	: October 2014																							
UNSCHEDULED OUTAGE		0.00%	Comments: 10/11 09:29-10:58 SNS 5095 - CAS issue causing Bb users to see Remote User error.																							
PARTIAL OUTAGE		0.00%	11/11 21:41-22:06 SNS 5115 - Networking issue.																							
INTERMITTENT OUTAGE		0.00%	21/11 01:04-05:00 SNS 5118 RFC 6526 - Bb environment migration to FlexGen.																							
PERFORMANCE ISSUES AFFECTING AVAILABILITY		0.00%																								
DEPENDENCY FAIL		0.27%																								
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES		100.00%																								
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-Nov-14																										
02-Nov-14																										
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07-Nov-14																										
08-Nov-14																										
09-Nov-14																										
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11-Nov-14																							25 mins			
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