

NORMAL SERVICE		97.78%		SERVICE NAME: Podcasting Service																							
SCHEDULED ADVERTISED OUTAGE				DATE:																							
UNSCHEDULED OUTAGE				06/11/2014 SNS 5089 - 293 students were directed to a server in an error state, other web servers were still																							
PARTIAL OUTAGE				operational during this time so only some users were affected.																							
INTERMITTENT OUTAGE		0.42%		11/11/2014 SNS 5111 - After a wider network failure the web method used for obtaining user enrolments failed and																							
PERFORMANCE ISSUES AFFECTING AVAILABILITY				required restoring. During this time podcasting was functioning normally however no users could see their enrolled																							
DEPENDENCY FAIL		1.80%		their enrolled course podcasts.																							
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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