

NORMAL SERVICE							99.93%	SERVICE NAME:																
SCHEDULED ADVERTISED OUTAGE							0.00%	: January 2015																
UNSCHEDULED OUTAGE							0.00%	INCIDENT COMMENTS:																
PARTIAL OUTAGE							0.00%	1: 19 January 1300-1316 16 mins: DDOS attack in Blackboard Amsterdam datacentre (AMS1) Increase in response times,																
INTERMITTENT OUTAGE							0.00%	users able to access Bb throughout the incident																
PERFORMANCE ISSUES AFFECTING AVAILABILITY							0.00%	2: 29 January 2100-2130 30 mins: LDAP issue SNS5279 Note: this is the length that authentications to Blackboard were																
DEPENDENCY FAIL							0.07%	affected by this issue from from analysis of the Bb logs.																
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES							99.93%	3: 30 January 0358-0400 2 mins: Blackboard email maintenance was scheduled as being within 2300-0400 but only																
Partial, Intermittent, & Dependency not included in Total, as parent service is still running. List the outages in minutes							caused 2 mins of disruption within this window.																	
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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