

NORMAL SERVICE							96.73%	<div>SERVICE NAME: Staff Exchange Service</div> <div>DATE: January 2015</div> <div>One database was filling up due to a misconfigured email programme. Mailboxes were moved and diagnostics run to identify and isolate the mailbox. (SNS 5202 and SNS 5207)</div> <div>The VM infrastructure had an issue which affected a number of Exchange servers in Reynolds House. Some Outlook connection to mailboxes stalled. OWA and ActiveSync connections were not affected. (SNS 5281)</div>																
SCHEDULED ADVERTISED OUTAGE																								
UNSCHEDULED OUTAGE																								
PARTIAL OUTAGE						3.15%																		
INTERMITTENT OUTAGE																								
PERFORMANCE ISSUES AFFECTING AVAILABILITY																								
DEPENDENCY FAIL							0.12%																	
TOTAL AVAILABILITY EXCL SCHEDULED OUTAGES							96.73%																	
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-Jan-15																								
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