System availability

Monthly comparison

System	Target	January	December	November
Network core	99.7%	99.8%	100.0%	99.9%
Office 365	99.7%	100.0%	100.0%	100.0%
Login Service	99.7%	100.0%	100.0%	100.0%
Staff email	99.7%	96.8%	100.0%	100.0%
UoM Website	99.7%	100.0%	100.0%	100.0%
Timetabling	99.7%	96.8%	100.0%	86.4%
P drive storage	99.7%	100.0%	100.0%	100.0%
Podcasting	99.7%	99.6%	99.4%	97.9%
Blackboard	99.7%	99.9%	100.0%	99.7%
Oracle financials	99.7%	91.3%	100.0%	96.2%
T4 content management system	99.7%	99.9%	99.9%	99.9%
Livelink	99.7%	100.0%	100.0%	100.0%
Campus solutions	99.7%	100.0%	100.0%	99.9%
Oracle customer relationship management	99.7%	100.0%	100.0%	98.8%
Resourcelink	99.7%	100.0%	100.0%	99.4%
ALMA	99.7%	99.8%	100.0%	99.8%
eScholar	99.7%	100.0%	100.0%	100.0%
Video library service	99.7%	86.0%	100.0%	100.0%

Summary

The figures for availability now deduct dependency failures, partial, intermittent and unscheduled outages. The previous months figures have been retrospectively to reflect this.

Between 1st January and 5th January, the video library service had an unscheduled outage. The HML admin windows service stopped responding. The outage was resolved by restarting the server.

Between 5th January & 6th January in Exchange a database was filling up due to a misconfigured email programme. On 30th January, 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.

A large section of North Campus experienced an unplanned power outage between 16:15 and 17:50 on 07/1/15. The core node for North Campus remained active throughout utilising UPS provided power. The affected buildings however were down as these are not UPS protected. The MIB and Weston were unaffected as they are not on the same mains ring as the rest of the site and continued to be serviced by the North Campus core node throughout.

The Enterprise Timetabler application was unavailable on the 14th, however the rest of the service was unaffected. MyManchester was unable to load personal timetable information on the 27th.

Oracle financials had a partial outage between 5th and 7th January. This occured due to a memory leak affecting Science Warehouse.

Podcasting had an intermittent outage on 3rd January for 3 hours due to instability of a CMS server.

Mehmood Mulla - Commercial Analyst
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