

Report of Service Availability for April 2011




This is an automatically generated measurement of key performance indicators (KPIs) of [Application Provisioning Services](#) for April 2011.














The list of other KPI measurement reports is at [KPI Measurements](#).

KPI Summary Table

KPIs Specified	Not Measured 	Targets Met 	Targets Failed 
13	0	12	1

KPI Measurements

If the specification is met, a  is in the Met column, else a ; KPIs not measured have a  there.

SLA	Host	Service	Target	Measured	Met
Remote Login Shell Service	login	SSH	99.000000%	99.935%	
Teamwork Service	hermia	HTTP	99.000000%	99.945%	
		HTTPS	99.000000%	97.45%	
Faculty Web Service	facultyweb	FTP	99.000000%	99.936%	
		HTTP	99.000000%	99.932%	
		HTTPS	99.000000%	99.934%	
SJIRA01	sjira01	HTTP	99.000000%	99.915%	
		HTTPS	99.000000%	99.829%	
		SSH	99.000000%	99.915%	
Alumni Email Server Service	helena	HTTP	99.000000%	99.955%	
		POP3	99.000000%	99.929%	
		IMAP	99.000000%	99.955%	
		SMTP	99.000000%	99.936%	

Additional Services Information

The following [Server Hosting Services](#) are measured as a convenience for the [Service Customer](#) to ease service maintenance. IRC-IT is not responsible for ensuring quality and achieving KPIs of these services.

SLA	Host	Service	Measured
CampusNet Server Service	scnweb01	SNMP	99.934%
	scnapp01	SNMP	99.935%
	scnsql01	SNMP	99.951%
WebServer Service	swebstrv01	HTTP	99.051%
		HTTPS	99.049%
		SSH	99.474%
	swebdev01	HTTP	99.95%
		HTTPS	(not measured)
		SSH	99.955%
Schomäcker Server Service	swebstrv01	HTTP	(not measured)
		HTTPS	(not measured)
		SSH	99.957%
Schomäcker Server Service	sschomkr01	SNMP	99.932%
		MSSQL	99.949%
GiroWeb Server Service	sgiroweb01	SNMP	99.904%

		HTTP	99.925%
		MSSQL	99.853%
Alumni Application Server Service	alumniweb	HTTP	99.948%
		HTTPS	(not measured)
Career Service Center Server Service	csc	HTTP	99.954%
		SSH	99.952%
SLA Counseling Center	scouncil	HTTP	(not measured)
		SSH	(not measured)
ALEA Server Service	alea	HTTP	99.937%
IRC-IR Institutional Repository DSPACE	sdspace	HTTP	100.0%
		HTTPS	(not measured)
		SSH	100.0%
SLA Torrent Seeder Geoscience SOPENDTECT	sopendtect	SSH	99.934%
Graduate Student Association Server SLA	sgsa	HTTP	100.0%
		SSH	100.0%