

# Report of Service Availability for May 2014



This is an automatically generated measurement of key performance indicators (KPIs) of [Application Provisioning Services](#) for May 2014.














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

## KPI Summary Table

| KPIs Specified | Not Measured  | Targets Met  | Targets Failed  |
|----------------|--|---|--|
| 13             | 0  | 13  | 0  |

## 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   |
|---|------------|---------|------------|----------|---|
| <a href="#">Remote Login Shell Service</a>  | login      | SSH     | 99.000000% | 99.819%  |    |
| <a href="#">Teamwork Service</a>            | hermia     | HTTP    | 99.000000% | 99.823%  |    |
|   |            | HTTPS   | 99.000000% | 99.578%  |    |
| <a href="#">Faculty Web Service</a>         | facultyweb | FTP     | 99.000000% | 99.822%  |    |
|   |            | HTTP    | 99.000000% | 99.817%  |    |
|   |            | HTTPS   | 99.000000% | 99.813%  |    |
| <a href="#">SJIRA01</a>                     | sjira01    | HTTP    | 99.000000% | 99.818%  |    |
|   |            | HTTPS   | 99.000000% | 99.826%  |   |
|   |            | SSH     | 99.000000% | 99.814%  |  |
| <a href="#">Alumni Email Server Service</a> | helena     | HTTP    | 99.000000% | 99.814%  |  |
|   |            | POP3    | 99.000000% | 99.815%  |  |
|   |            | IMAP    | 99.000000% | 99.82%   |  |
|   |            | SMTP    | 99.000000% | 99.824%  |  |

## 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       |
|---|------------|-----------|----------------|
| <a href="#">CampusNet Server Service</a>  | scnweb01   | SNMP      | 99.821%        |
|   | scnapp01   | SNMP      | 99.812%        |
|   | scnsql01   | SNMP      | 99.812%        |
| <a href="#">WebServer Service</a>         | swebsrv01  | HTTP      | 99.783%        |
|   |            | HTTPS     | 99.784%        |
|   |            | SSH       | 99.777%        |
|   | swebdev01  | HTTP      | 99.818%        |
|   |            | HTTPS     | (not measured) |
|   |            | SSH       | 99.821%        |
|   |            | swebsvn01 | HTTP           |
|   |            | HTTPS     | (not measured) |
|   |            | SSH       | (not measured) |
| <a href="#">Schomäcker Server Service</a> | sschomkr01 | SNMP      | 99.82%         |
|   |            | MSSQL     | 99.803%        |

|  |            |       |                |
|--|------------|-------|----------------|
| GiroWeb Server Service                   | sgiroweb01 | SNMP  | 99.817%        |
|  |            | HTTP  | 99.816%        |
|  |            | MSSQL | 97.5%          |
| Alumni Application Server Service        | alumniweb  | HTTP  | 99.827%        |
|  |            | HTTPS | (not measured) |
| Career Service Center Server Service     | csc        | HTTP  | 99.817%        |
|  |            | SSH   | 99.826%        |
| SLA Counseling Center                    | scouncil   | HTTP  | (not measured) |
|  |            | SSH   | (not measured) |
| ALEA Server Service                      | alea       | HTTP  | (not measured) |
| IRC-IR Institutional Repository DSPACE   | sdspace    | HTTP  | (not measured) |
|  |            | HTTPS | (not measured) |
|  |            | SSH   | (not measured) |
| SLA Torrent Seeder Geoscience SOPENDTECT | sopendtect | SSH   | 99.822%        |
| Graduate Student Association Server SLA  | sgsa       | HTTP  | 99.819%        |
|  |            | SSH   | 99.826%        |