

Report of Service Availability for 2012



This is an automatically generated measurement of key performance indicators (KPIs) of [Application Provisioning Services](#) for 2012.














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

KPI Summary Table

KPIs Specified	Not Measured 	Targets Met 	Targets Failed 
13	0	10	3

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%	99.938%	
Teamwork Service	hermia	HTTP	99.000000%	99.956%	
		HTTPS	99.000000%	99.408%	
Faculty Web Service	facultyweb	FTP	99.000000%	99.957%	
		HTTP	99.000000%	99.985%	
		HTTPS	99.000000%	99.985%	
SJIRA01	sjira01	HTTP	99.000000%	87.906%	
		HTTPS	99.000000%	82.894%	
		SSH	99.000000%	88.4%	
Alumni Email Server Service	helena	HTTP	99.000000%	99.787%	
		POP3	99.000000%	99.972%	
		IMAP	99.000000%	99.97%	
		SMTP	99.000000%	99.94%	

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	99.601%
	scnapp01	SNMP	99.606%
	scnsql01	SNMP	98.783%
WebServer Service	swebstrv01	HTTP	99.639%
		HTTPS	99.663%
		SSH	99.805%
	swebdev01	HTTP	99.122%
		HTTPS	(not measured)
		SSH	99.183%
		swebsvn01	HTTP
		HTTPS	(not measured)
		SSH	(not measured)
Schomäcker Server Service	sschomkr01	SNMP	99.965%
		MSSQL	99.31%

GiroWeb Server Service	sgiroweb01	SNMP	99.558%
		HTTP	99.353%
		MSSQL	99.548%
Alumni Application Server Service	alumniweb	HTTP	99.986%
		HTTPS	(not measured)
Career Service Center Server Service	csc	HTTP	99.877%
		SSH	99.733%
SLA Counseling Center	scouncil	HTTP	(not measured)
		SSH	(not measured)
ALEA Server Service	alea	HTTP	(not measured)
IRC-IR Institutional Repository DSPACE	sdspace	HTTP	99.809%
		HTTPS	(not measured)
		SSH	99.821%
SLA Torrent Seeder Geoscience SOPENDTECT	sopendtect	SSH	99.387%
Graduate Student Association Server SLA	sgsa	HTTP	98.549%
		SSH	98.606%