## Service status: January to March 2021

### Critical services*

|   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | Totals |
|---|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Mar |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    | 0 | 0 |
| Feb |   |   |   |   |   |   |   |   |   |    |    |    |    | 2  |    |    |    |    |    |    |    |    |    |    |    |    |    | 1 | 0 |
| Jan |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    | 0 | 1 |

### Critical and important services combined

|   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | Totals |
|---|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Mar |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    | 0 | 0 |
| Feb |   |   |   |   |   |   |   |   |   |    |    |    |    | 2  |    |    |    |    |    |    |    |    |    |    |    |    |    | 13 | 0 |
| Jan |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    | 13 | 1 |

**Key**
- Services amber
- Services red
- Weekend
- Department closed

**Note:** We have been prioritising services that support the University’s Covid-19 management and planning for recovery. However, we have retained the original definitions of critical and important services for the purposes of this monthly report.
Service status: critical and important services

*Shown as a proportion of the combined number of days for all critical and important services.
## Critical services: March 2021

<table>
<thead>
<tr>
<th>Service</th>
<th>Status (hours)</th>
<th>Green (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment Moodle</td>
<td>806.0 0.0 0.0 0.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>CamSIS</td>
<td>803.7 2.3 0.0 0.0</td>
<td>99.7%</td>
</tr>
<tr>
<td>Data Centres (Soulsby, West Cambridge)</td>
<td>1612.0 0.0 0.0 0.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>Email (Exchange Online, Hermes)</td>
<td>1612.0 0.0 0.0 0.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>Granta Backbone Network (GBN)</td>
<td>806.0 0.0 0.0 0.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>Identity Management (Raven, Jackdaw)</td>
<td>806.0 0.0 0.0 0.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>Internet (Janet)</td>
<td>806.0 0.0 0.0 0.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>Remote Access</td>
<td>804.8 1.3 0.0 0.0</td>
<td>99.8%</td>
</tr>
<tr>
<td>Servers and Hosting Network</td>
<td>806.0 0.0 0.0 0.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>University Data Network (UDN)</td>
<td>805.8 0.3 0.0 0.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>University Telephone System</td>
<td>806.0 0.0 0.0 0.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>VLE (Moodle)</td>
<td>806.0 0.0 0.0 0.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>Wireless (eduroam, UniOfCam)</td>
<td>801.0 5.0 0.0 0.0</td>
<td>99.4%</td>
</tr>
</tbody>
</table>
Critical services: March 2021

- Assessment Moodle: 100.0%
- CamSIS: 99.7%
- Data Centres (Soulsby, West Cambridge): 100.0%
- Email (Exchange Online, Hermes): 100.0%
- Granta Backbone Network (GBN): 100.0%
- Identity Management (Raven, Jackdaw): 100.0%
- Internet (Janet): 100.0%
- Remote Access: 99.8%
- Servers and Hosting Network: 100.0%
- University Data Network (UDN): 100.0%
- University Telephone System: 100.0%
- VLE (Moodle): 100.0%
- Wireless (eduroam, UniOfCam): 99.4%
# Important services: March 2021

<table>
<thead>
<tr>
<th>Service</th>
<th>Status (hours)</th>
<th>Green (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHRIS</td>
<td>797.5</td>
<td>98.9%</td>
</tr>
<tr>
<td>CUFS</td>
<td>806.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>Drupal Content Management System</td>
<td>806.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>Elements (Symplectic)</td>
<td>806.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>Falcon Content Management System</td>
<td>806.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>Hosted Server Power Management</td>
<td>806.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>Lecture capture (Panopto)</td>
<td>805.0</td>
<td>99.9%</td>
</tr>
<tr>
<td>Managed Web Service (MWS)</td>
<td>806.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>Microsoft Teams</td>
<td>806.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>Research Administration Systems</td>
<td>806.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>VLE (Moodle)</td>
<td>805.0</td>
<td>99.9%</td>
</tr>
<tr>
<td>X5</td>
<td>806.0</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Important services: March 2021

- CHRIS: 98.9%
- CUFS: 100.0%
- Drupal Content Management System: 100.0%
- Elements (Symplectic): 100.0%
- Falcon Content Management System: 100.0%
- Hosted Server Power Management: 100.0%
- Lecture capture (Panopto): 99.9%
- Managed Web Service (MWS): 100.0%
- Microsoft Teams: 100.0%
- Research Administration Systems: 100.0%
- VLE (Moodle): 99.9%
- X5: 100.0%