

Service status: October to December 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	
Dec																																6	1
Nov																																7	0
Oct																																5	1

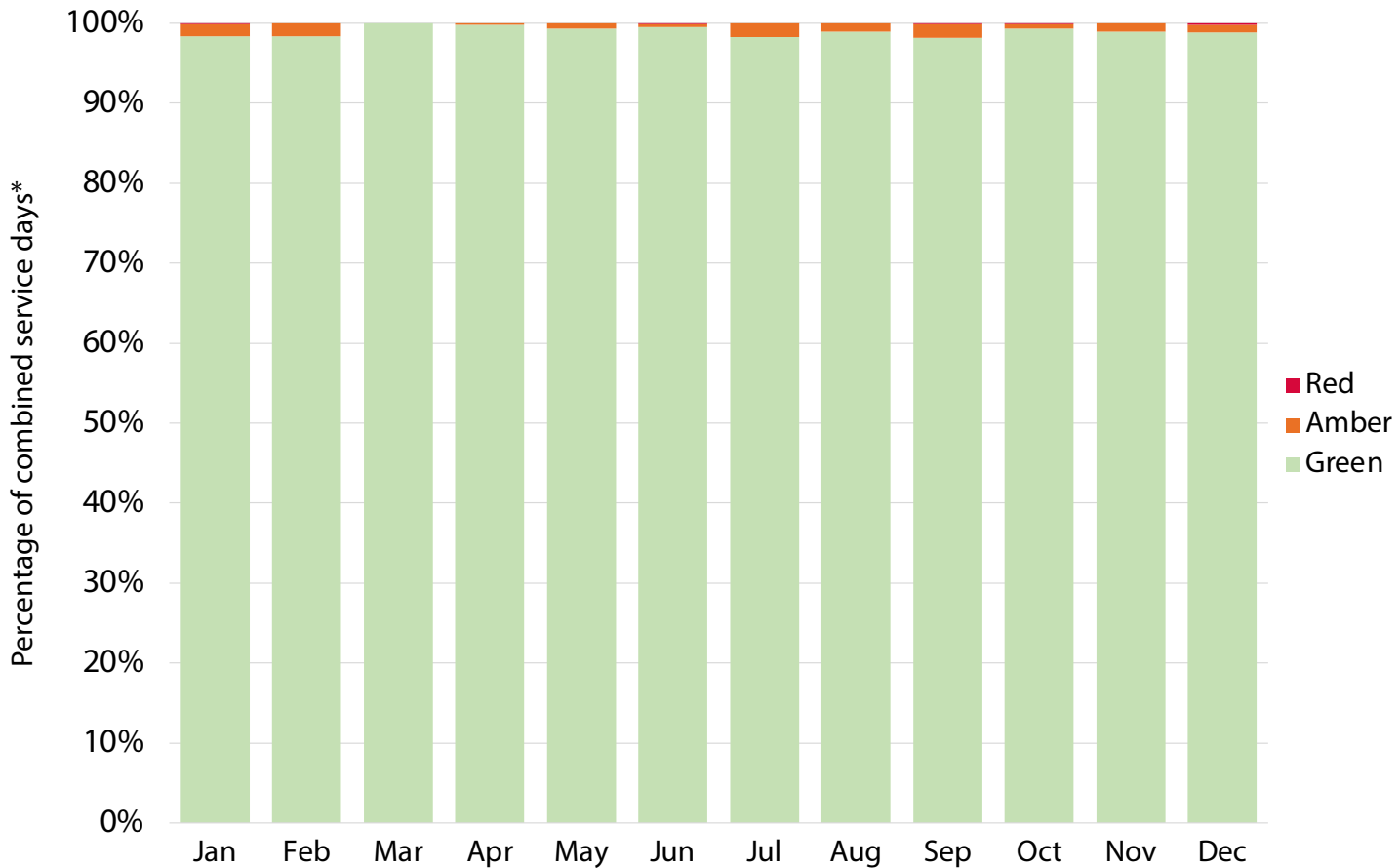
Critical and important services combined

	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	
Dec																																8	2
Nov																																9	0
Oct																																20	1

Key

- Services amber
- Services red
- Weekend
- Department closed

Service status: critical and important services



*Shown as a proportion of the combined number of days for all critical and important services.

Critical services: December 2021

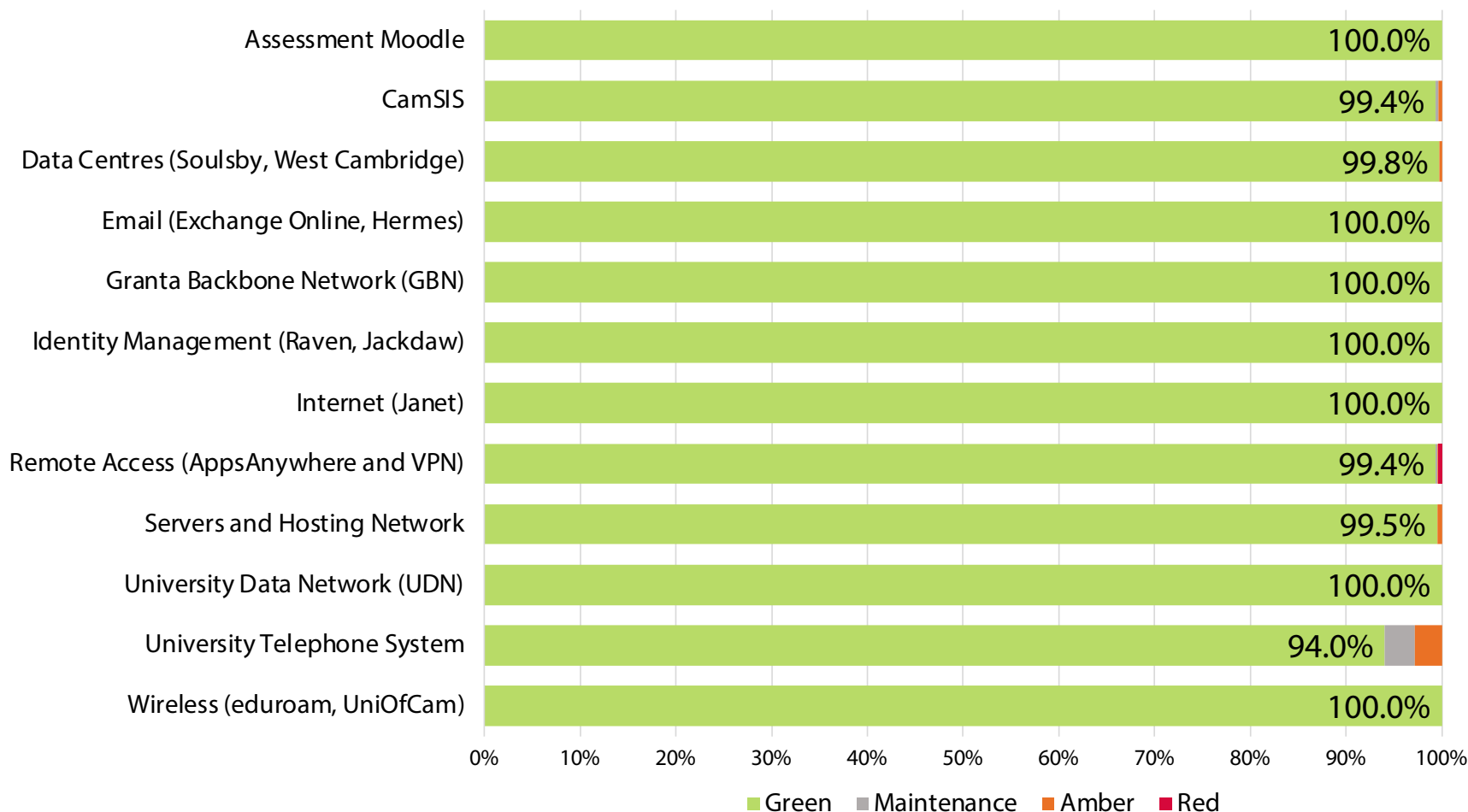
Service	Status (hours)				Green (%)
	Green	Maintenance	Amber	Red	
Assessment Moodle	806.0	0.0	0.0	0.0	100.0%
CamSIS	801.0	2.0	3.0	0.0	99.4%
Data Centres (Soulsby, West Cambridge)	1608.0	0.0	4.0	0.0	99.8%
Email (Exchange Online, Hermes)	1612.0	0.0	0.0	0.0	100.0%
Granta Backbone Network (GBN)	806.0	0.0	0.0	0.0	100.0%
Identity Management (Raven, Jackdaw)	806.0	0.0	0.0	0.0	100.0%
Internet (Janet)	806.0	0.0	0.0	0.0	100.0%
Remote Access (AppsAnywhere and VPN)	801.0	1.0	1.0	3.0	99.4%
Servers and Hosting Network	802.0	0.0	4.0	0.0	99.5%
University Data Network (UDN)	806.0	0.0	0.0	0.0	100.0%
University Telephone System	758.0	25.0	23.0	0.0	94.0%
Wireless (eduroam, UniOfCam)	806.0	0.0	0.0	0.0	100.0%

A hardware failure of a data storage controller caused outages on multiple services on 20 December. We identified the affected services and restored them within 4 hours. Full details will be available shortly in a [major incident report](#).

The West Cambridge Data Centre experienced faults on 2 of its UPSs and a failure on the third UPS on 7 December. Our UPS maintenance contractor was on site in 2 hours corrected the faults within 1.5 hours. We're awaiting a diagnostic report on why this occurred.

Jabber users were unable to log in during 18–19 December due to an expired certificate, which we renewed. Some ancillary services (Admin.Phone, DHCP and My.Phone) were unavailable for an hour on 23 December due to residual effects of the major incident on 20 December incident (see left for further details).

Critical services: December 2021



Important services: December 2021

Service	Status (hours)				Green (%)
	Green	Maintenance	Amber	Red	
CHRIS	803.0	0.0	3.0	0.0	99.6%
CUFS	803.0	0.0	3.0	0.0	99.6%
Drupal Content Management System	806.0	0.0	0.0	0.0	100.0%
Elements (Symplectic)	806.0	0.0	0.0	0.0	100.0%
Falcon Content Management System	806.0	0.0	0.0	0.0	100.0%
Hosted Server Power Management	806.0	0.0	0.0	0.0	100.0%
Lecture capture (Panopto)	806.0	0.0	0.0	0.0	100.0%
Managed Web Service (MWS)	806.0	0.0	0.0	0.0	100.0%
Microsoft Teams	806.0	0.0	0.0	0.0	100.0%
Research Administration Systems	801.3	1.7	0.0	3.0	99.4%
VLE (Moodle)	806.0	0.0	0.0	0.0	100.0%
X5	806.0	0.0	0.0	0.0	100.0%

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Important services: December 2021

