

Service status: November 2021 to January 2022

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	
Jan																																1	0
Dec																																6	1
Nov																																7	0

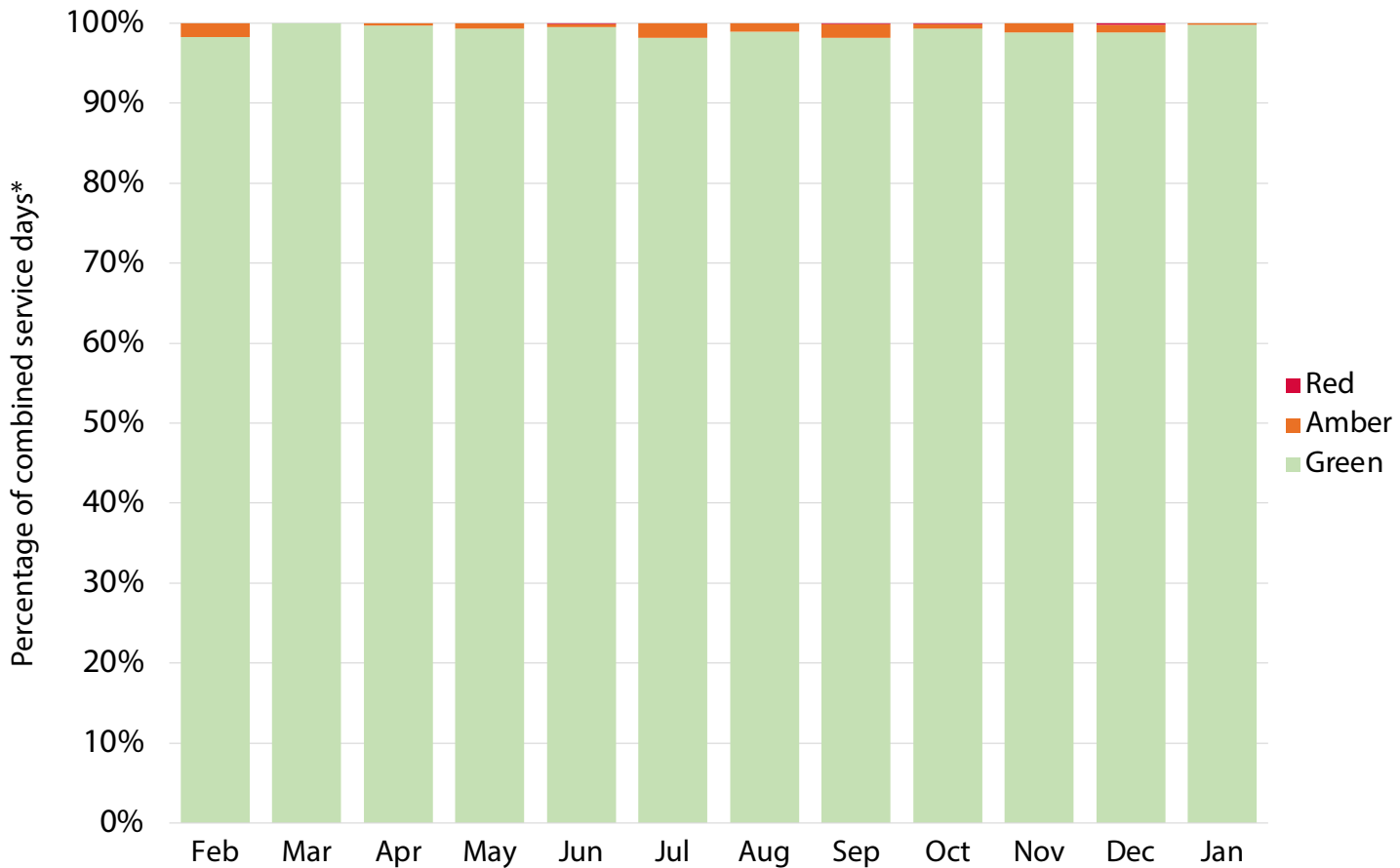
Critical and important services combined

	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	
Jan																																2	0
Dec																																8	2
Nov																																9	0

Key

- Services amber
- Services red
- Weekend
- Department closed

Service status: critical and important services



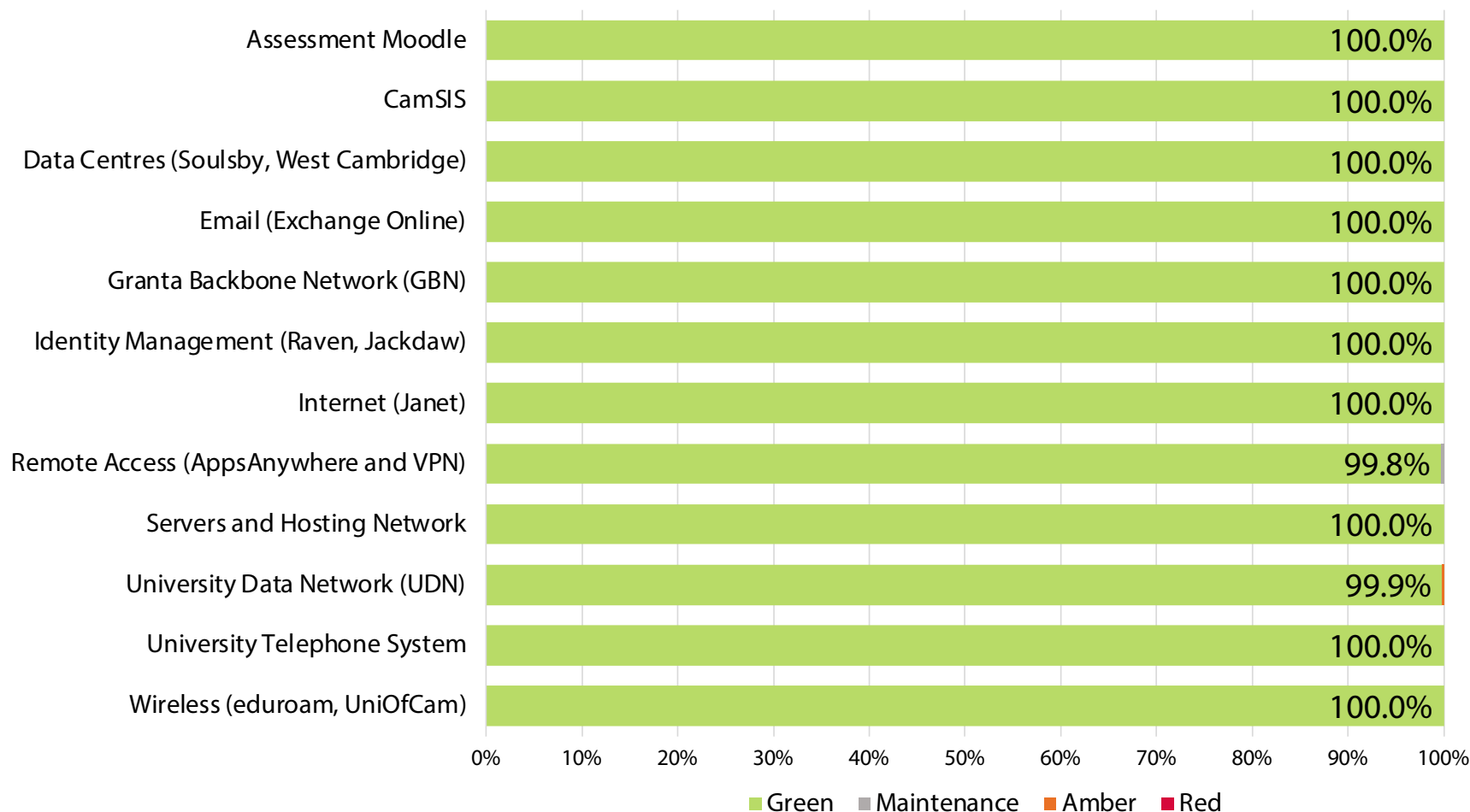
*Shown as a proportion of the combined number of days for all critical and important services.

Critical services: January 2022

Service	Status (hours)				Green (%)
	Green	Maintenance	Amber	Red	
Assessment Moodle	806.0	0.0	0.0	0.0	100.0%
CamSIS	806.0	0.0	0.0	0.0	100.0%
Data Centres (Soulsby, West Cambridge)	1612.0	0.0	0.0	0.0	100.0%
Email (Exchange Online, Hermes)	806.0	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)	804.0	2.0	0.0	0.0	99.8%
Servers and Hosting Network	806.0	0.0	0.0	0.0	100.0%
University Data Network (UDN)	805.0	0.0	1.0	0.0	99.9%
University Telephone System	806.0	0.0	0.0	0.0	100.0%
Wireless (eduroam, UniOfCam)	806.0	0.0	0.0	0.0	100.0%

Network issues initially appeared to be causing intermittent connectivity failures for desktops on the ACN in West Cambridge at 10:39 on 24 January. Subsequent investigation traced the issue to a router that had reached an unstable state. Rebooting this router solved the problems by 11:41. For further detail, see the [major incident report](#).

Critical services: January 2022



Important services: January 2022

Service	Status (hours)				Green (%)
	Green	Maintenance	Amber	Red	
CHRIS	806.0	0.0	0.0	0.0	100.0%
CUFS	804.7	0.0	1.3	0.0	99.8%
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)	801.5	4.5	0.0	0.0	99.4%
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	805.4	0.6	0.0	0.0	99.9%
VLE (Moodle)	798.0	8.0	0.0	0.0	99.0%
X5	806.0	0.0	0.0	0.0	100.0%

Some users experienced difficulty signing into or staying connected to CUFS during 12:25–13:47 on 28 January. We determined that some processes were monopolising available CPU resources. We implemented a temporary workaround to resolve the issue while we investigate further.

Important services: January 2022

