

AVAILABILITY

Availability* Summary for All Applications

Period Ending 5/31/01

System Name	Applic.	Arch.	VDC	Other	Total
SFANet	n/a	100%	100%	100%	100%
IFAP	100%	99.1%	100%	100%	99.1%
Schools Portal	100%	99.1%	100%	100%	99.1%
Ombudsman	100%	n/a	100%	100%	100%
FMS	100%	n/a	98.1%	100%	98.1%
CFO Datamart		**	**	**	**
FP Datamart		100%	100%	100%	100%
ITA Components	100%	100%	99.5%	100%	99.5%

Executive Summary

1. Viador was down 1.75 hours (affected IFAP and Schools Portal, RCA not available).
2. FMS had issues with the Guarantee Agencies that were connecting via VPN. The issue resided with the VDC (see RCA # RCA_VPN_05-14-01).
3. NT Service on the NT machine had to be reloaded because the functionality disappeared. This caused CFO Datamart's URL to fail (RCA not available).

* 99% or greater production architecture availability 24 hours a day 7 days a week, with an optional maintenance window from 9pm to 1 am Saturdays

** Information not available.

'n/a' indicates areas the Application Management team is not responsible.