

AVAILABILITY

Availability* Summary for All Applications

Period Ending 3/31/01

System Name	Applic.	Arch.	VDC	Other	Total
SFANet	100%	100%	100%	100%	100%
IFAP	100%	100%	99.2%	100%	99.2%
Schools Portal	100%	100%	99.2%	100%	99.2%
Ombudsman	100%	n/a	100%	100%	100%
FMS	100%	n/a	100%	100%	100%
CFO Datamart		**	**	**	**
FP Datamart					
ITA Components	100%	100%	99.3%	100%	99.3%

Executive Summary

1. Network Dispatcher down for 1.5 hours (RCA unavailable).
2. FMS had issue with archive log destination being filled. Production was down but only for a few minutes (RCA unavailable).

* 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 and Sundays.

** Information not available.

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