

Data Center Downtime Information Technology



KPI Owner: Matt Parish

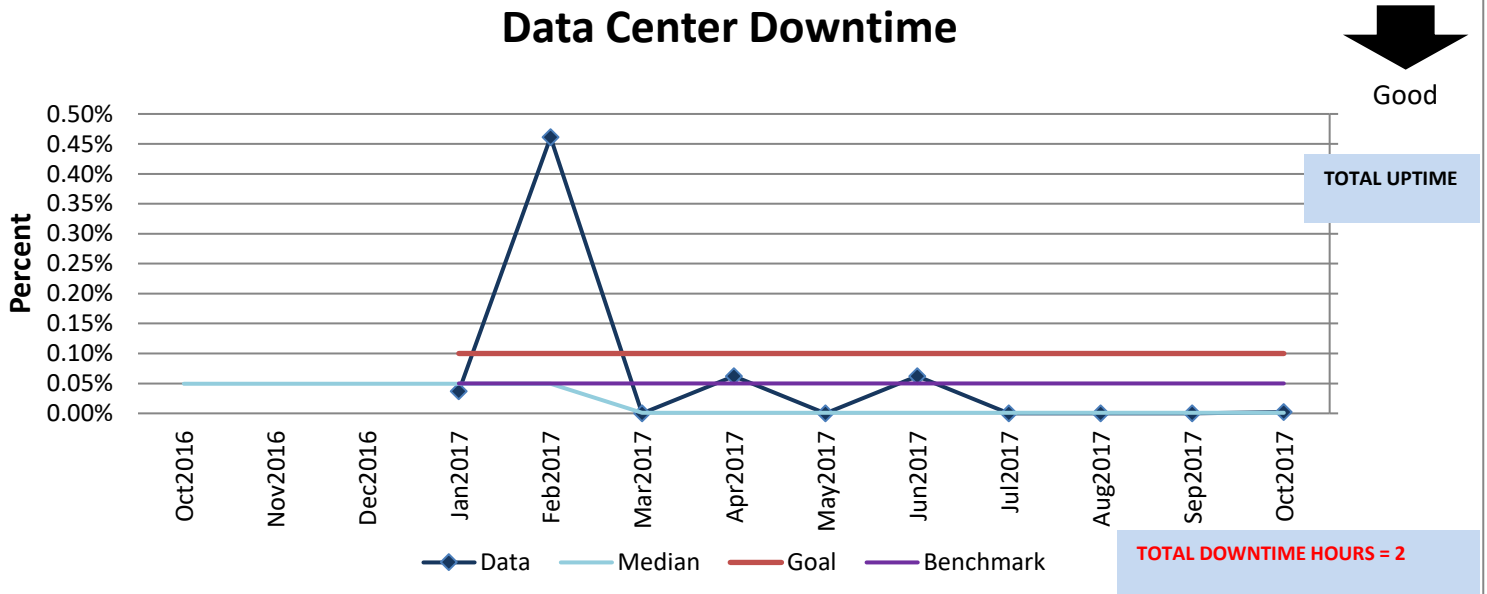
Process: Service Operation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 0.421% Oct2016-Dec2016 Goal: To always be at 0.1% or less unavailability Benchmark: 0.05%	Data Source: Outage Communications Goal Source: Microsoft Benchmark Source: Microsoft	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: The total downtime in hours of 8 major services x 6500 users Why Measure: To improve all system availability Next Improvement Step: Monitor for trends in downtime for each system. When outages occur, research root causes.

How Are We Doing?

Nov2016-Oct2017 12 Month Goal	Nov2016-Oct2017 12 Month Actual		Oct2017 Goal	Oct2017 Actual	
0.100%	0.062%		0.100%	0.002%	
Units	Units		Units	Units	

Data Center Downtime



Root cause analysis is not necessary because there is no gap between the goal and current performance.