

Infrastructure Downtime Information Technology



KPI Owner: Matt Parish

Process: Services Operation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 0.88% Apr2016-Jun2016 Goal: To always be at 0.1% or less unavailability Benchmark: 0.05%	Data Source: Solarwinds Goal Source: Solarwinds Benchmark Source: Solarwinds	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: The total # of network devices in hours unavailable out of 608 network devices Why Measure: To improve all system availability Next Improvement Step: Monitor for trends in downtime for each system. When outages occur, research root causes.

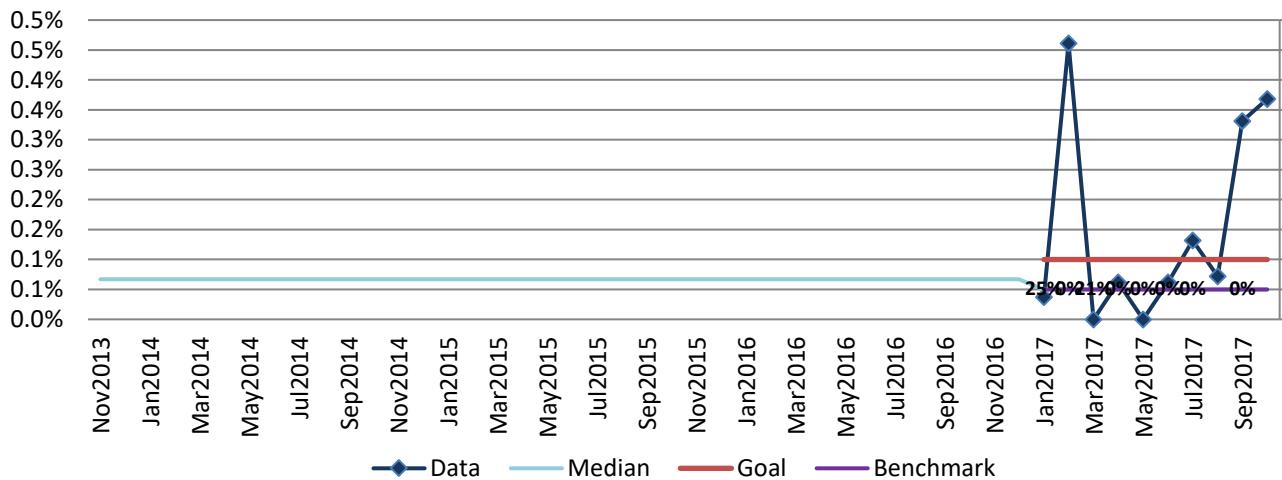
How Are We Doing?

Sep2016-Jun2017 12 Month Goal	Sep2016-Jun2017 12 Month Actual		Jun2017 Goal	Jun2017 Actual	
0.10%	0.15%		0.100%	0.368%	
Units	Units		Units	Units	

Infrastructure Downtime



Good



Nov2016-Oct2017 Pareto Analysis

