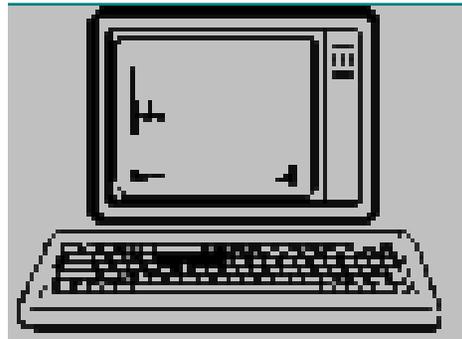


FACTS AVAILABILITY REPORT

third quarter, 1998

OCTOBER 9, 1998



**Management Information Systems
Division of Management Services
Department of Services for Children, Youth and Their Families
State of Delaware
1825 Faulkland Road
Wilmington, DE 19805**

PERFORMANCE STANDARD

Provide FACTS database availability at a 98% rate during normal business hours.

SUMMARY

During the Third Quarter, 1998,
FACTS was available 97.8 % of normal business hours.

DOCUMENTATION

Month	Number of Work Days	Total Number of Business Hours (Days x 8.5 hrs)	Total Number of Business Minutes (Hours x Minutes)	Total Availability In Minutes	Total Availability Percent
July	22	187.0	11,220	11,160*	99.47
August	21	178.5	10,710	10,708**	99.98
Sept.	<u>22</u>	<u>187.0</u>	<u>11,220</u>	<u>10,548***</u>	<u>94.01</u>
Total	65	552.5	33,150	32,416	97.80

* 1 hour of downtime (12 N-1 PM on 7/9/98) subtracted for PSI application changes.

** 2 minutes of downtime (8:11-8:13 AM on 8/27/98) subtracted for the FACTS server shutting down of its own accord and being rebooted.

*** 4 ½ hours (12 N-4:30 PM on 9/29/98) of downtime subtracted for PSI making application changes, and 6 ¾ hours spread over two days (2:45-4:30 PM on 9/9/98 and 8:00 AM-12:57 PM on 9/10/98) when the two system boards on the FACTS server failed serially and had to be replaced.

REGULARLY SCHEDULED AND OTHER DOWNTIME

Dates	Purpose or Cause	Implementer	Scheduled Downtime	Actual Downtime	Minutes
07/05/98-Sun.	Cold Backup of FACTS	Automatic Cron Job	3:00AM -4:00AM	3:01AM -3:44AM	43
07/09/98-Mon.	Application Upgrade	PSI	12:00PM -1:00PM	12:00PM-1:00 PM	60
07/12/98-Sun.	Cold Backup of FACTS	Automatic Cron Job	3:00AM -4:00AM	3:01AM -3:04AM	3
07/15/98-Weds.	Regularly Scheduled Maintenance	Emily Reed	5:30PM-10:00 PM	5:31 PM-6:38 PM	66
07/19/98-Sun..	Cold Backup of FACTS	Automatic Cron Job	3:00AM -4:00AM	3:01 AM-3:42 AM	41
07/26/98-Sun.	Cold Backup of FACTS	Automatic Cron Job	3:00 AM-4:00 AM	3:01 AM-3:22 AM	21
08/02/98-Sun.	Cold Backup of FACTS	Automatic Cron Job	3:00 AM-4:00 AM	3:01 AM-3:45 AM	44
08/09/98-Sun.	Cold Backup of FACTS	Automatic Cron Job	3:00 AM-4:00 AM	3:01 AM-3:45 AM	44
08/12/98-Mon.	Regularly Scheduled Maintenance	Emily Reed	5:30PM-10:00 PM	5:30 PM-8:30 PM	180
08/16/98-Sun.	Cold Backup of FACTS	Automatic Cron Job	3:00 AM-4:00 AM	3:01 AM-7:05 AM	244
08/23/98-Sun.	Cold Backup of FACTS	Automatic Cron Job	3:00 AM-4:00 AM	3:03 AM-3:41 AM	38
08/27/98 Thurs	Unexplained Server Crash	Emily Reed	-	8:11 AM-8:13 AM	2
08/30/98-Sun.	Cold Backup of FACTS	Automatic Cron Job	3:00 AM-4:00 AM	3:01 AM-3:41 AM	40
09/06/98-Sun.	Cold Backup of FACTS	Automatic Cron Job	3:00 AM-4:00 AM	3:01 AM-3:56 AM	55
09/09/98-Weds.	1 st Server System Board Failed	Sun Repair Services	-	2:45 PM-10:52 PM	487
09/10/98-Thur.	2 nd Server System Board Failed	Sun Repair Services	-	3:34 AM-12:57 PM	563
09/13/98-Sun.	Cold Backup of FACTS	Automatic Cron Job	3:00 AM-4:00 AM	2:30 AM-3:08 AM	38
09/20/98-Sun.	Disk Backup of FACTS	Automatic Cron Job	2:10 AM-2:45 AM	2:10 AM-2:46 AM	36
09/20/98-Sun.	Cold Backup of FACTS	Automatic Cron Job	3:00 AM-4:00 AM	3:01 AM-3:37 AM	36
09/24/98-Weds	Regularly Scheduled Maintenance	Emily Reed	5:30 PM-10:00 PM	5:30 PM-7:55 PM	145
09/27/98-Sun.	Cold Backup of FACTS	Automatic Cron Job	3:00 AM-4:00 AM	2:10 AM-3:06 AM	56
09/29/98-Tues.	Application Upgrade	PSI	12:00 N-10:00 PM	12:00 N-5:30 PM	330
Total					2,572

SUMMARY
TOTAL AVAILABILITY - 98.06 %
BUSINESS & NON-BUSINESS HOURS

The total availability rate, including business and non-business hours, was **98.06 %** for the three month period of July-September, 1998.

This is based on the total of 2208 hours (132,480 minutes) during the three months, with a total of 42 hours and 52 minutes (2,572 minutes) of downtime. The calculations are:

132,480 total minutes less 2,572 minutes downtime (1,900 non-business + 672 business) = 129,908 minutes available. 129,908 minutes available divided by 132,480 total minutes = 98.06 %.