

FACTS AVAILABILITY REPORT

First Quarter, 2000

April 14, 2000



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

PERFORMANCE STANDARD

PROVIDE FACTS DATABASE AVAILABILITY
AT A 99.9% RATE
24 HOURS A DAY, 7 DAYS A WEEK.

PERFORMANCE

FACTS WAS AVAILABLE 99.3 % OF THE TIME
DURING THE FIRST QUARTER OF 2000.*

*Downtime was as follows:

Scheduled downtime: 856 minutes

Unscheduled downtime: 93 minutes

Total 949 minutes

For details, see next page.

DOCUMENTATION OF REGULARLY SCHEDULED AND UNSCHEDULED DOWNTIME

Dates	Purpose or Cause	Implementer	Scheduled Downtime	Actual Downtime	Minutes
01/01/00-Sat.	Shutdown for Y2K	Automatic Cron Job	12:00M-12:15 AM	12:00M-12:15 AM	15
01/02/00-Sun.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:43 AM	41
01/05/00-Weds.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:23 AM	21
01/09/00-Sun.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:49 AM	47
01/13/00-Weds.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:23 AM	21
01/16/00-Sun.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:31 AM	29
01/19/00-Weds.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:22 AM	20
01/23/00-Sun.	Cold Backup of FACTS (DISK)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:36 AM	34
01/26/00-Weds.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:22 AM	20
01/30/00-Sun.	Cold Backup of FACTS (DISK)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:39 AM	37
02/01/00-Tues.	FACTS Locked Up	Unscheduled	Unscheduled	12:16PM-1:49 PM	93
02/02/00-Weds.	Cold Backup of FACTS (DISK)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:22 AM	21
02/05/00-Sat.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:22 AM	20
02/06/00-Sun.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:37 AM	35
02/07/00-Mon.	Server & Software Maintenance	Emily Reed	4:30 PM-5:30 PM	4:30 PM-5:22 PM	52
02/09/00-Weds.	Cold Backup of FACTS (DISK)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:32 AM	30
02/13/00-Sun.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:43 AM	41
02/16/00-Weds.	Cold Backup of FACTS (DISK)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:22 AM	20
02/19/00-Sat.	Cold Backup of FACTS (DISK)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:22 AM	20
02/20/00-Sun.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:46 AM	44
02/23/00-Wed.	Cold Backup of FACTS ((DISK)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:32 AM	30
02/27/00-Sun.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:40 AM	38
03/01/00-Weds.	Cold Backup of FACTS (DISK)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:22 AM	20
03/05/00-Sun.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:37 AM	35
03/08/00-Weds.	Cold Backup of FACTS (DISK)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:24 AM	22
03/12/00-Sun.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:36 AM	34
03/15/00-Weds.	Cold Backup of FACTS (DISK)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:23 AM	21
03/19/00-Sun.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:24 AM	22
03/22/00-Weds.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:23 AM	21
03/26/00-Sun.	Cold Backup of FACTS (DISK)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:27 AM	25
03/29/00-Wed.	Cold Backup of FACTS (LEGATO)	Automatic Cron Job	3:00 AM-4:00 AM	3:02 AM-3:22 AM	20
Total					949

APPENDIX EXPLANATION AND CALCULATION OF AVAILABILITY RATES

The total availability rate, with both scheduled maintenance and unscheduled downtime included in the calculations for the three month period of January-March, 2000, was **99.3%**.

The total availability rate is based on 91 days during the quarter (2184 hours = 131,040 minutes, with a total of 15 hours and 49 minutes (949 minutes) of downtime. The calculations are:

131,040 total minutes less 949 minutes downtime (856 non-business + 93 business) = 130,091 minutes available.
130,091 minutes available divided by 131,040 total minutes = 99.3 %.

There was one incident of unscheduled downtime during normal business hours on February 1, 2000 when FACTS locked up from 12:16 PM-1:49 PM due to an inadvertent heavy load. All of the downtime during non-business hours, except for one incidence of maintenance performed on Monday, February 2, 2000 from 4:30 PM to 5:22 PM, was due to the regularly scheduled FACTS backups twice a week at 3:00 AM.

Please note that this report only reflects availability of the FACTS database. Users can access the FACTS database using the Metaframe server or directly using their desktop computers. This report does not reflect those occurrences when users are unable to access the FACTS database due to problems with the Metaframe server, desktop computers or network access.