Spoon Ltd.

Utilities Documents

The following are the documents that were created for the Utilities department to evaluate the services offered by the service provider. As a new organisation we have not done business with these service providers before and these records enable us to review their reliability, efficiency and dependability. From the current records it can be seen that we can continue using these services for the next business year.

Log in Record

Date	Time	GITHub	Jira	Failure Report
20/02/14	23:09 pm	Yes		nil
23/02/14	22:28 pm	Yes	Yes	Steve(Addressed)
03/03/14	09.10 am	Yes	Yes	nil
06/03/14	16:28 pm	Yes	no	nil
08/03/14	19:19 pm	Yes	no	nil
09/03/14	13:27 pm	Yes	Yes	nil
12/03/14	19:37 pm	Yes	Yes	nil
13/03/14	22:51 pm	Yes	Yes	nil
17/03/14	10:26 am	Yes (could not sycn)	Yes (Dash Board not showing)	15 to 16/03/14
18/03/14	15:40 pm	Yes	Yes	nil
20/03/14	14.50 pm	Yes	Yes	nil
22/03/14	08:00 am	Yes	Yes	nil
24/03/14	11:00 am	Yes	no	nil
26/03/14	13:00 pm	Yes (Lost documents)	Yes	James 25/03/14
		Mac to Windows	N/a	Steve 26/03/14
28/03/14	10:00 am	Yes	Yes	nil
30/03/14	18:00 pm	Yes	Yes	nil
31/03/14	10:00 am	Yes		nil
01/04/14	12:00 pm	Yes	Yes	nil
04/04/14	10:00 am	Yes	Yes	nil
06/04/14	20:00 pm	Yes	Yes	nil
09/04/14	10:00 pm	Yes	Yes	nil
14/04/14	18:00 pm	Yes	Yes	nil
17/04/14	12:00 pm	Yes	Yes	nil
!8/04/14	10:00 am	Yes	Yes	nil
20/04/14	09:00 am	Yes	Yes	nil
21/04/14	10:00 am	Yes	Yes	nil
24/04/14	10:30 am	Yes	Yes	nil
25/04/14	18:00 pm	Yes	Yes	nil
28/04/14	18:05 pm	Yes	Yes	nil
30/04/14	08:00 am	Yes	Yes	nil
01/05/14	08:34 am	Yes	Yes	nil
02/05/14	09:30 am	Yes	Yes	nil
04/05/14	11:00 am	Yes	Yes	nil
06/05/14	09:00 am	Yes	Yes	nil
09/05/14	13:05 pm	Yes	Yes	nil

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Log in Record

Date	Time	GITHub	Jira	Failure Report
10/05/14	19:00 pm	Yes	Yes	nil
13/05/14	10:00 am	Yes	Yes	nil
15/05/14	13:00 pm	Yes	Yes	nil
17/05/14	10:45 am	Yes	No	nil
19/05/14	12:00 pm	Yes	Yes	nil
20/05/14	09:00 am	Yes	No	nil
21/05/14	13:10 pm	Yes	No	nil
26/05/14	21:00 pm	Yes	Yes	nil
27/05/14	08:30 am	Yes	Yes	nil
29/05/14	12:00 pm	Yes	Yes	nil
31/05/14	11:45 am	Yes	No	nil
02/06/14	09:45 am	Yes	Yes	nil
03/06/14	13:15 pm	Yes	Yes	nil
04/06/14	10:30 am	Yes	Yes	nil
05/06/14	09:00 am	Yes	No	nil
06/06/14	09:15 am	Yes (Synch problems)	No	nil -Synch problems
07/06/14	10:45 am	Yes(Synch problems)		nil-synch problems

Documents and Code Record

Spoon Ltd.

Documents	Code	Date OF Backup
X	X	20/02/14
X	X	23/02/14
No backup	X	06/03/14
X	X	08/03/14
No Backup	X	13/03/14
X	X	18/03/14
X	X	25/03/14
X	X	29/03/14
X	X	31/03/14
X	X	04/04/14
X	X	07/04/14
X	X	10/04/14
X	X	12/04/14
X	X	17/04/14
X	X	19/04/14
X	X	24/04/14
X	X	25/04/14
X	X	01/05/14
X	X	03/05/14
X	X	04/05/14
X	X	06/05/14
X	X	07/05/14
X	X	09/05/14
X	X	10/05/14
X	X	12/05/14
X	X	14/05/14
X	X	17/05/14
X	X	19/05/14
X	X	20/05/14
X	X	21/05/14
X	X	26/05/14
X	X	31/05/14
X	X	02/06/14
X	X	03/06/14
X	X	04/06/14
X	X	05/06/14
X	X	06/06/14
X	X	07/06/14
X	X	08/06/14

Utilities Report

Spoon Ltd.

Failure Report Document

Entry No.	Date	Failure Description	Git/Jira	Person Reporting	Date Corrective Action Taken
1	23/02	Difficult logging in ?	Git	Steve	24/02
2	15/03	Dashboard not functioning properly	Jira	Jonathan	16/03
3	25/03	Lost Wk10 Documents	Git	James	25/03 Documents deleted in error
4	26/03	Mac to Windows file naming	Git	Steve	26/03
5	06/06	Synch problems for most members	Git	All	Email sent out for all to read and follow as instructed
6	07/06	Problems with running eCook		All	Email sent out for all to read and follow as instructed