



Report

Uptime and Latency

Reference No : R-SVR-5.1

Version No : 01

Week No : 28

Prepared by:

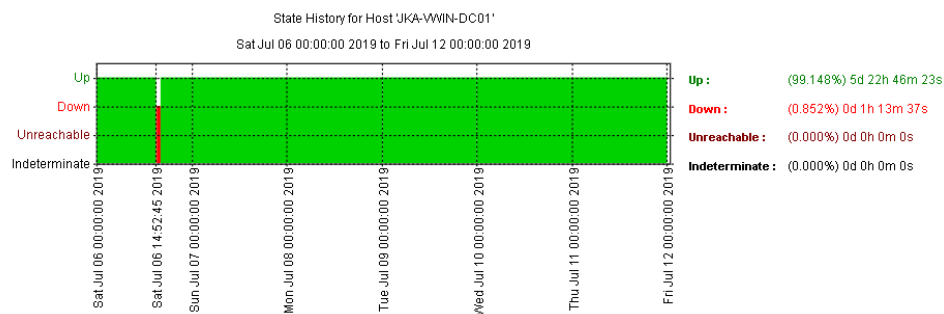
Position / Title	Name	Signature	Date
Server and Systems Operations	Jerome Bautista, Jan Francis Lictao, Alvin Medrano, Rovie Salvatierra		07-15-2019

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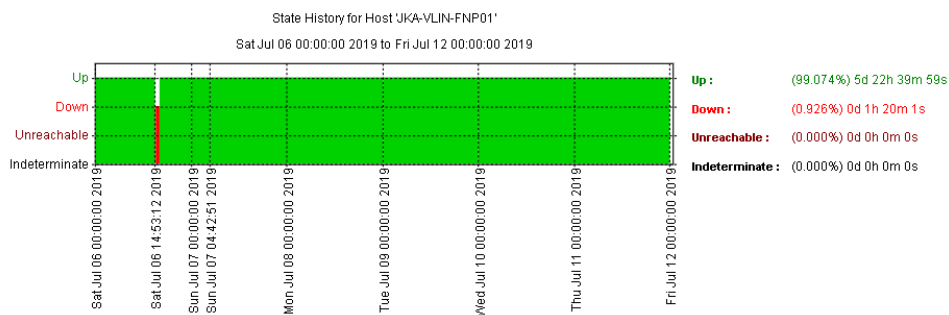
Process Owner: IT Department	REPORT	R-SVR-5.1
	Server Performance Report	

1.0 UPTIME GRAPHS

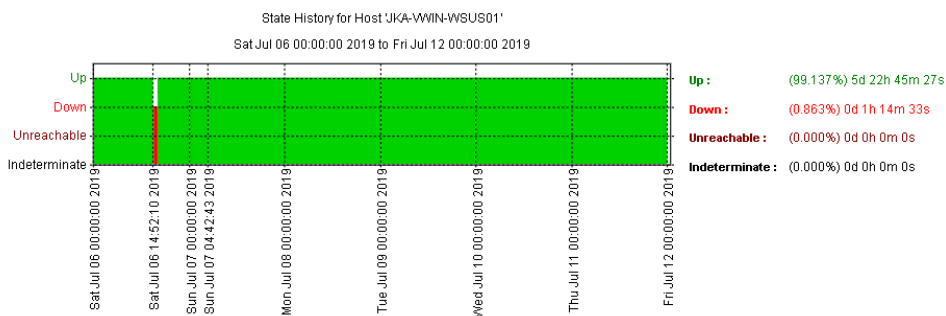
1.1 JKA-VWIN-DC01



1.2 JKA-VLIN-FNP01

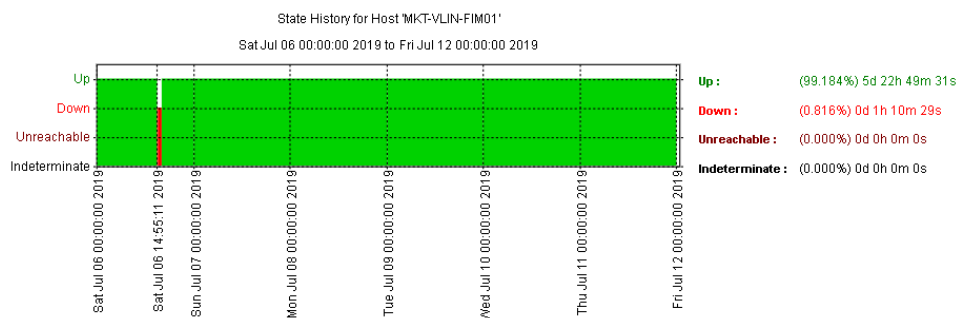


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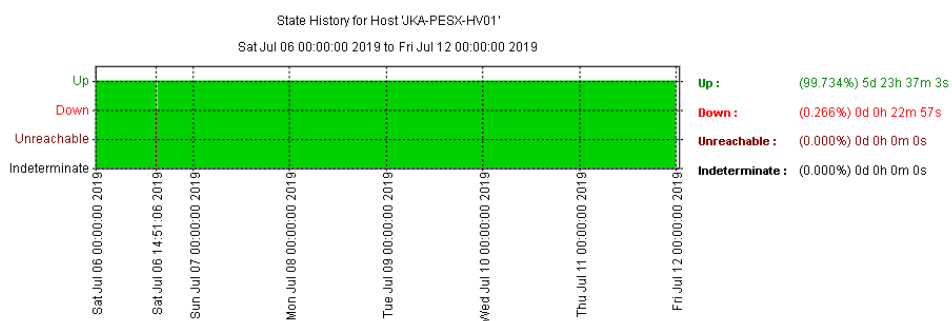


Process Owner: IT Department	REPORT	R-SVR-5.1
	Server Performance Report	

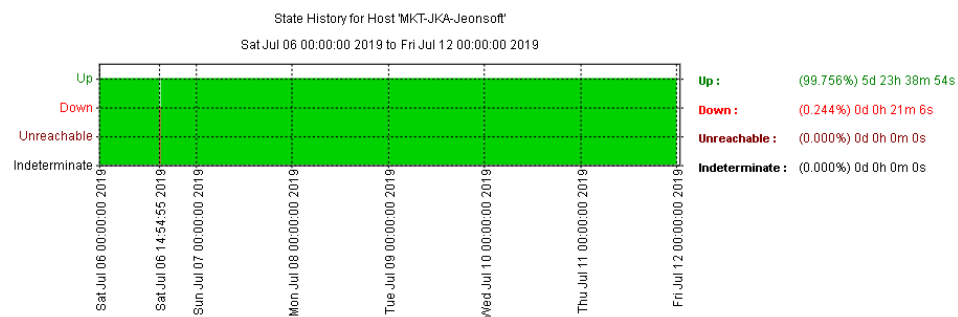
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1.5 JKA-PESX-HV01



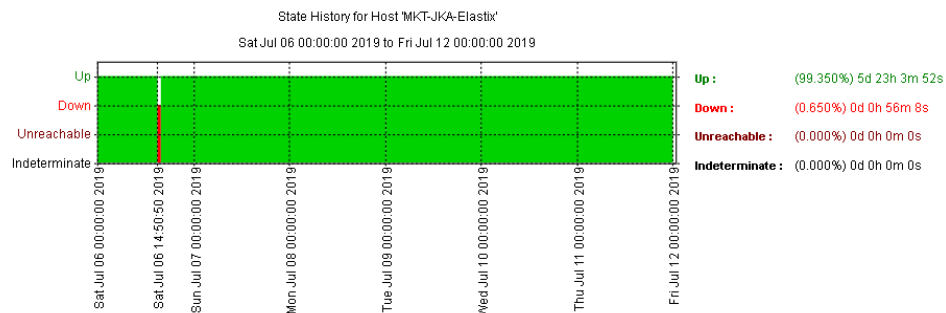
1.6 APOLLO



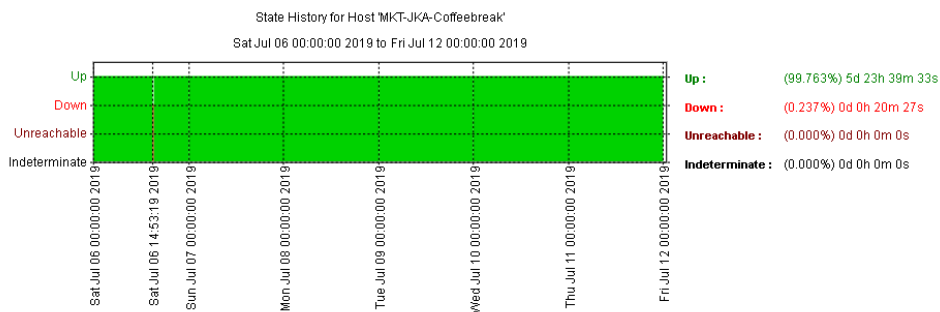
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	Server Performance Report	

1.7 KAIROS

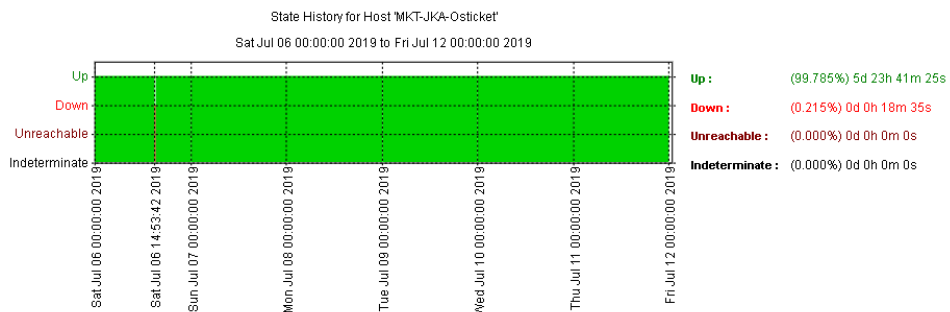
1.8 KALLIOPE



1.9 MARKETING

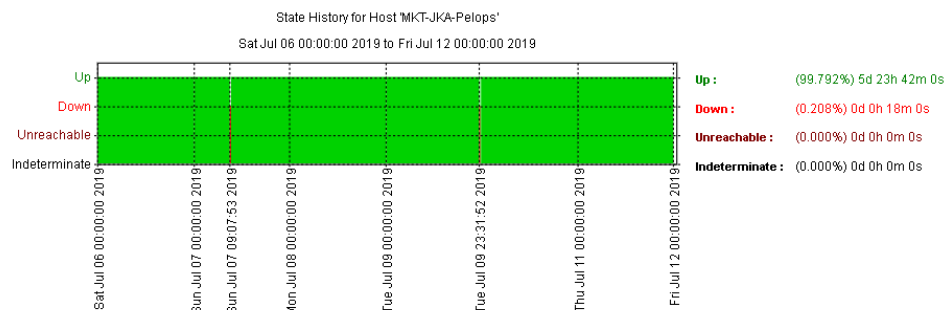


1.10 OSTICKET

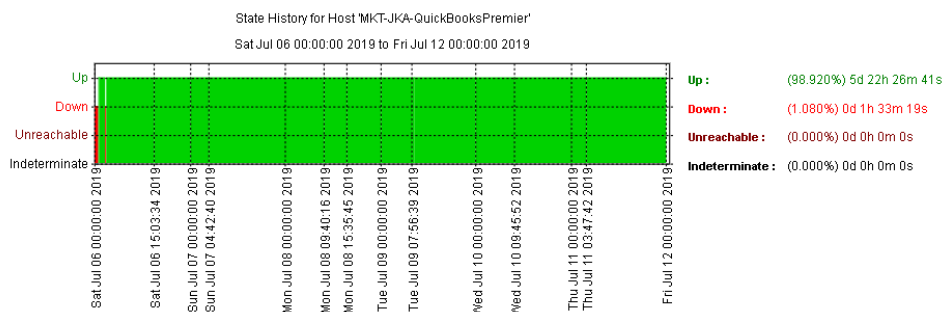


Process Owner: IT Department	REPORT	R-SVR-5.1
	Server Performance Report	

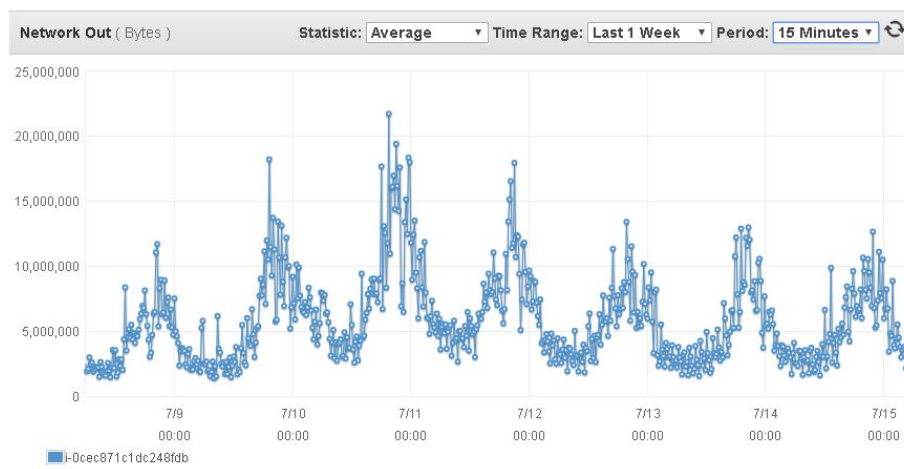
1.11 PELOPS



1.12 QUICKBOOKS

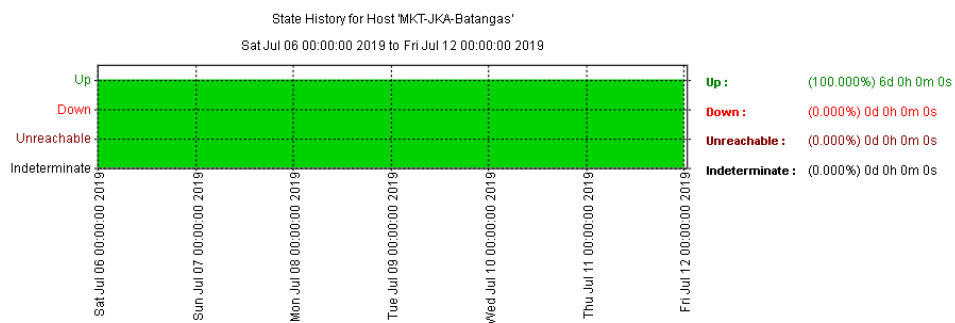


1.13 ZEPHYRUS

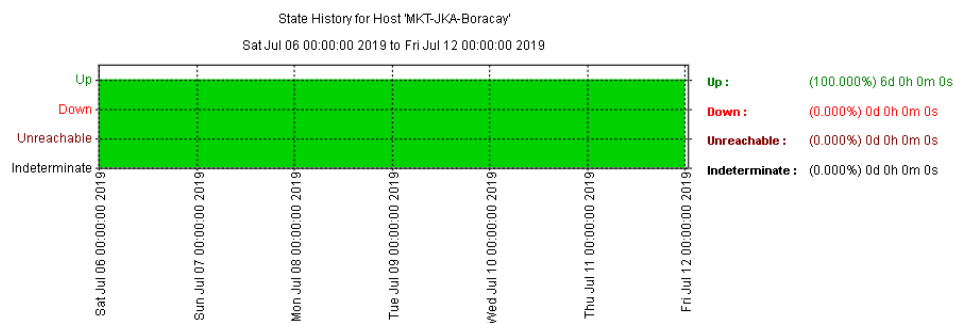


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	Server Performance Report	

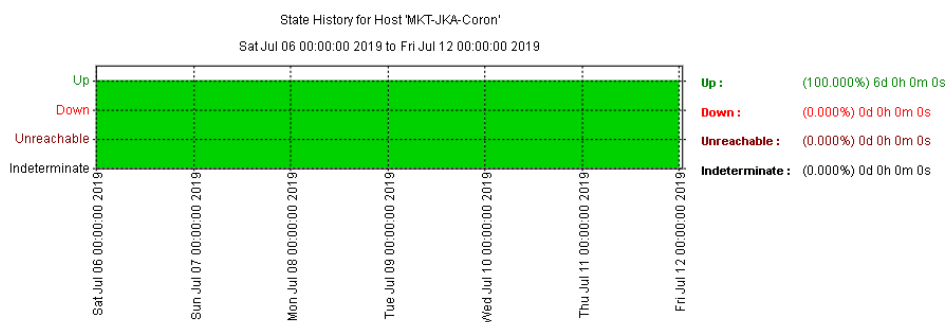
1.14 BATANGAS



1.15 BORACAY

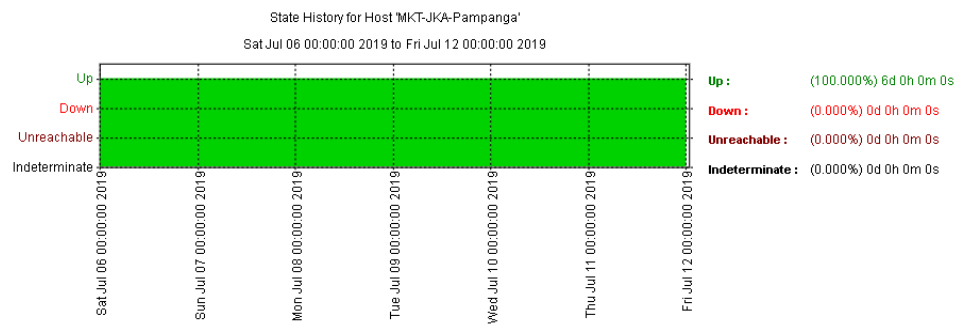


1.16 CORON

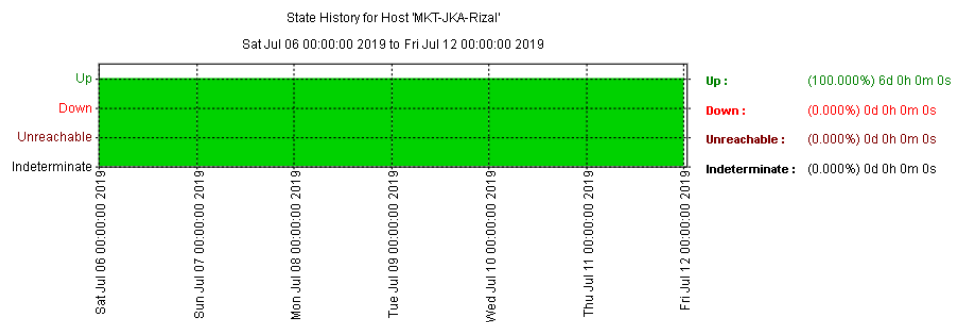


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	Server Performance Report	

1.17 PAMPANGA



1.18 RIZAL



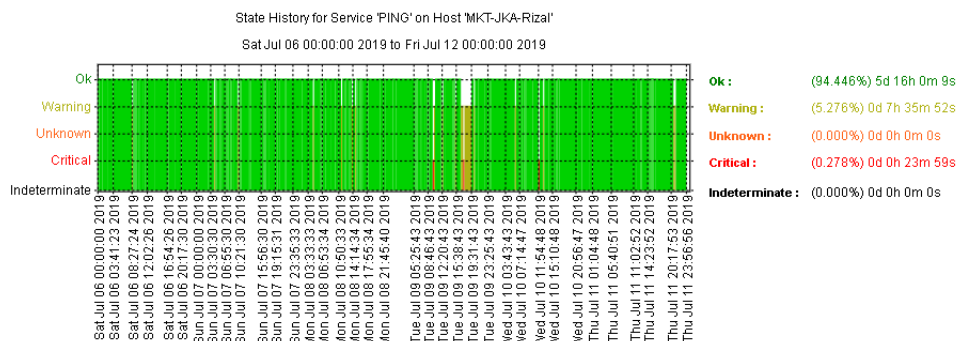
2.0 UPTIME REPORT

DOWNTIME	RELATED TICKETS	AFFECTED CAMPAIGNS	DURATION (HOURS)
Unplanned Power Outage		NONE	0.25 hours

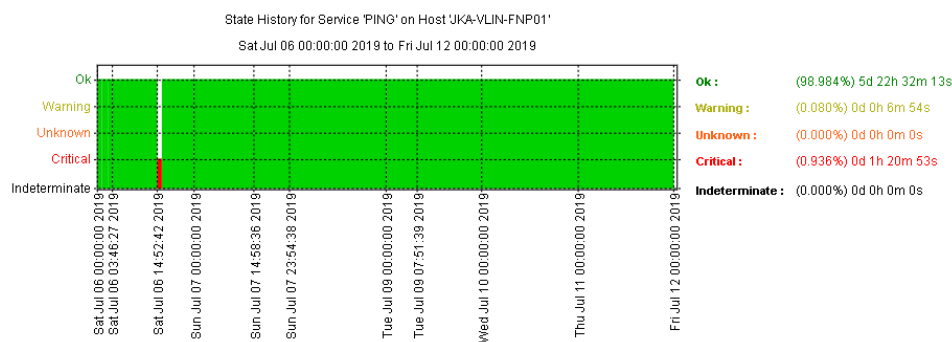
Process Owner: IT Department	REPORT	R-SVR-5.1
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3.0 LATENCY GRAPHS (PING)

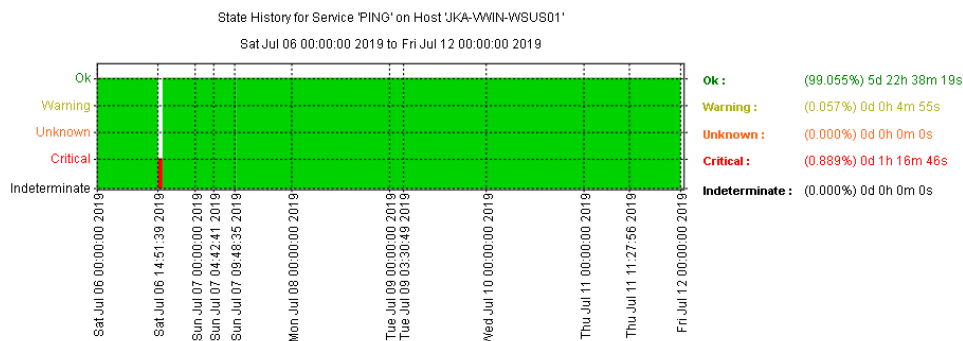
3.1 JKA-VWIN-DC01



3.2 JKA-VLIN-FNP01

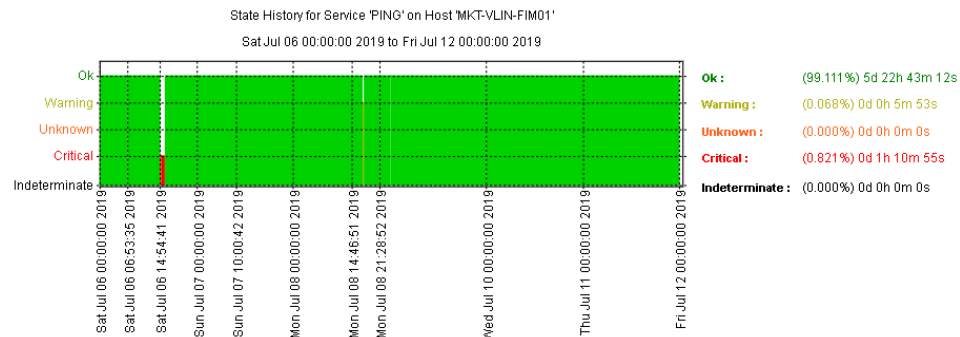


3.3 JKA-VWIN-WSUS01

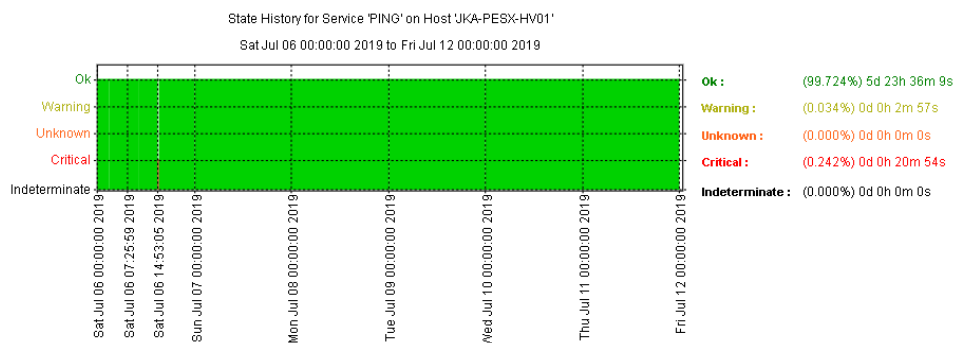


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	Server Performance Report	

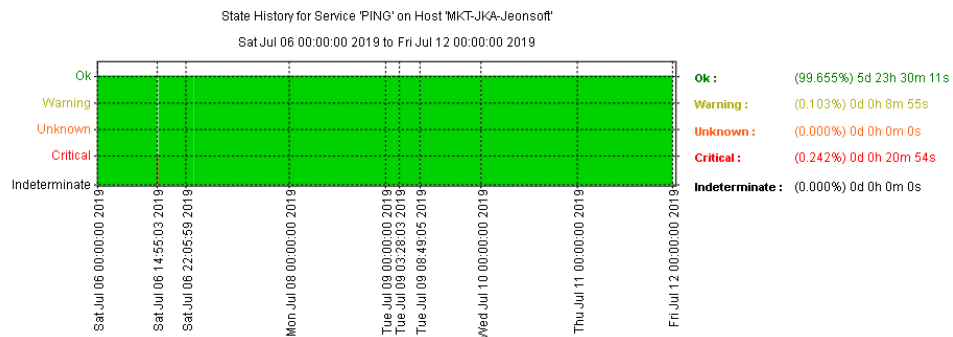
3.4 JKA-VLIN-FIM01



3.5 JKA-PESX-HV01



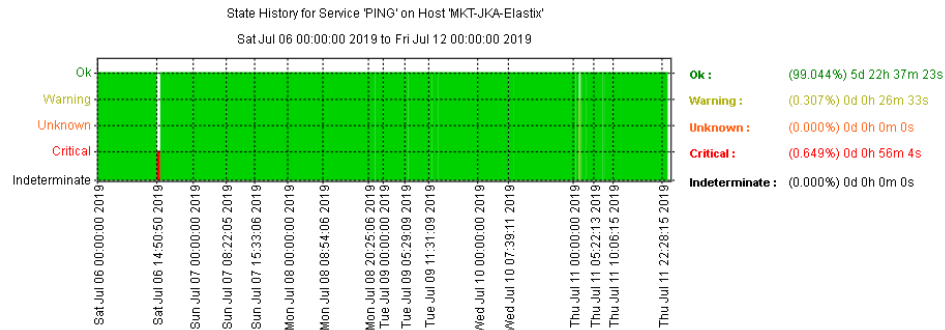
3.6 APOLLO



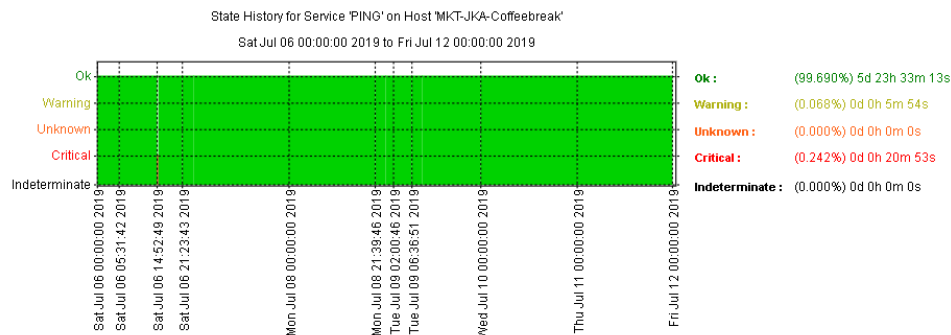
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3.7 KAIROS

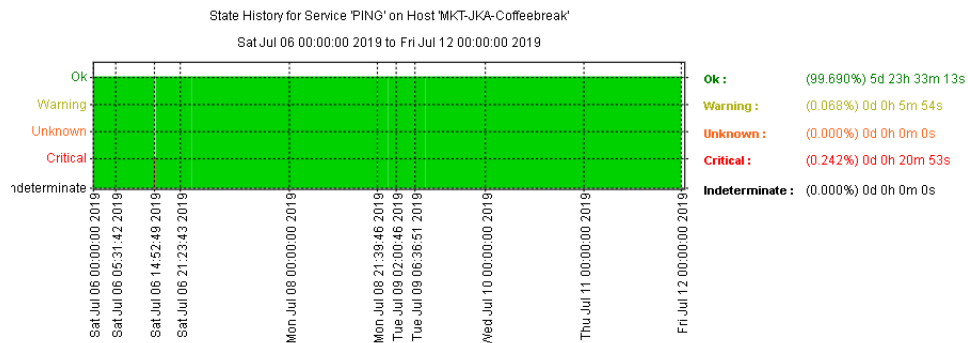
3.8 KALLIOPE



3.9 MARKETING

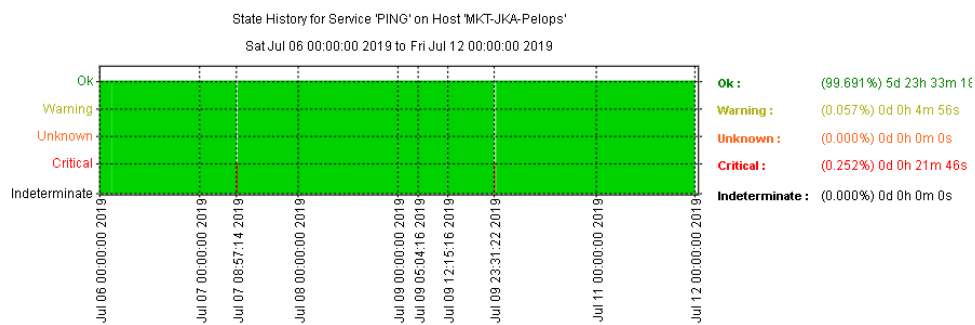


3.10 OSTICKET

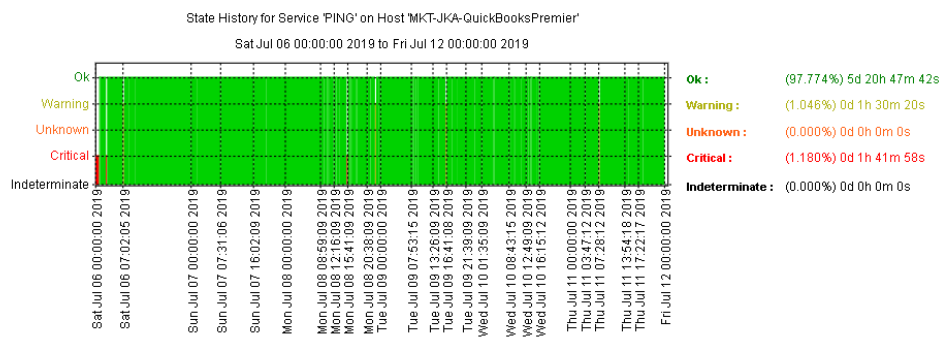


Process Owner: IT Department	REPORT	R-SVR-5.1
	<i>Server Performance Report</i>	

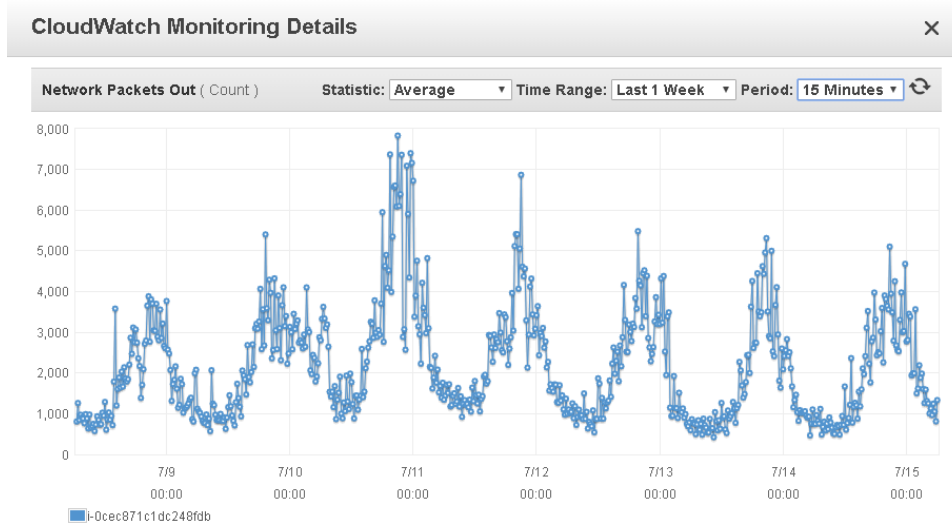
3.11 PELOPS



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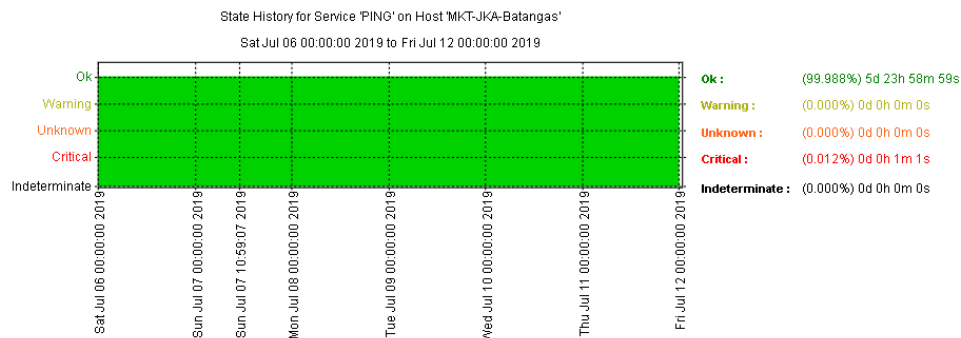


3.13 ZEPHYRUS

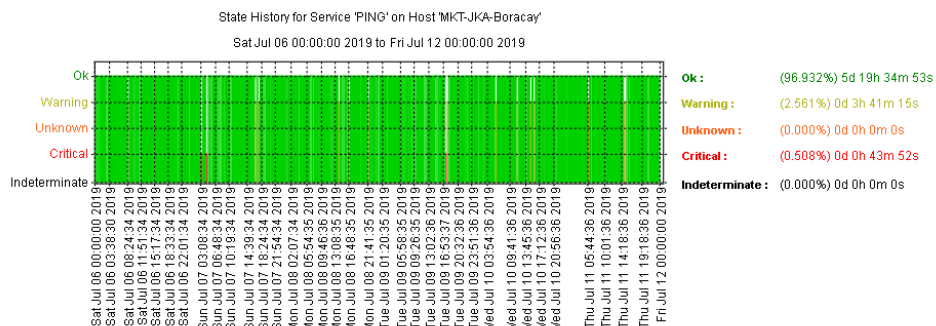


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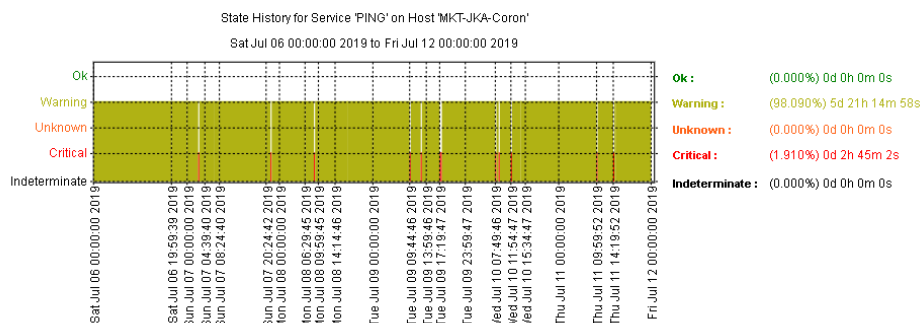
3.14 BATANGAS



3.15 BORACAY

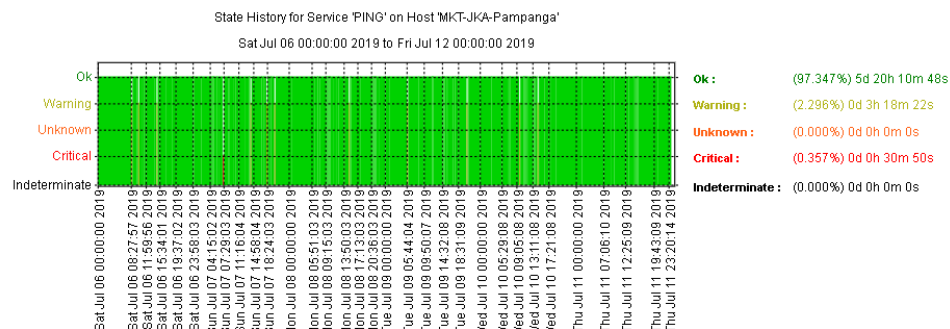


3.16 CORON

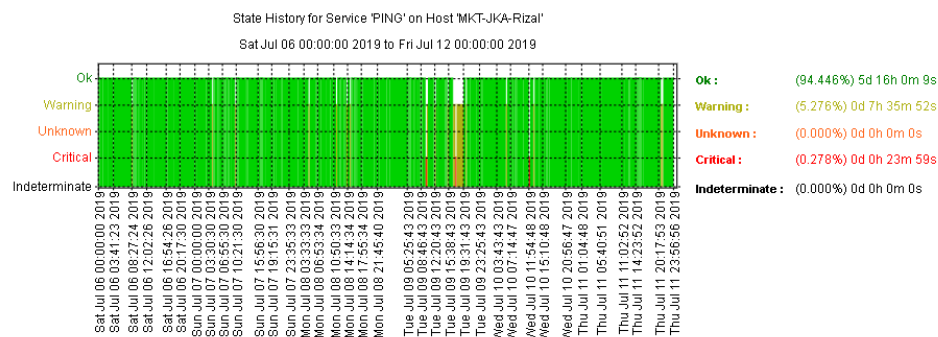


Process Owner: IT Department	REPORT	R-SVR-5.1
	Server Performance Report	

3.17 PAMPANGA



3.18 RIZAL



4.0 LATENCY REPORT

LATENCY RELATED ISSUE	RELATED TICKET	AFFECTED CAMPAIGN	DURATION (HOURS)

Process Owner: IT Department	REPORT	R-SVR-5.1
	<i>Server Performance Report</i>	

5.0 ANALYSIS AND RECOMMENDATIONS

JKA-VWIN-DC01

JKA-VWIN-WSUS01

JKA-VLIN-FNP02

JKA-VLIN-FIM01

PELOPS

APOLLO

The downtime and latency on the graphs were due to the unplanned power outage in JAKA. The Mia Khalifa rack doesn't have sufficient battery pack to hold the servers that are in it, causing them to shut down. It took roughly 15 minutes before all servers were restored, but it didn't affect anyone in the production.

BORACAY

CORON

RIZAL

Few packet losses were monitored, which went beyond the threshold, causing the critical warnings. There were no reported issues though with VICIdial connection, nor any latency or downtime.