

Outages from October 2000 - June 2012

This document summarizes the contents of the Outages Database referenced in my 2012-December ;login article: *What Takes Us Down?*

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Total Outages: 2305

Question: From all Outages, what percentage were Planned vs Unplanned by Severity?

All Events

	Planned (Count)	Unplanned (Count)	Planned (%)	Unplanned (%)	Overall (%)
Drama	0	55	0	5	2
Critical	201	193	16	19	17
Major	577	364	46	35	41
Minor	431	407	34	39	36
None	53	24	4	2	3
Total	1262	1043	100	100	99
Planned Percentage	0.55				
Unplanned Percentage	0.45				

Question: From all Outages, what percentage were Planned vs Unplanned by Cause?

All Events

	Planned (Count)	Unplanned (Count)	Planned (%)	Unplanned (%)	Both (%)
Cockpit Error	0	137	0	13	6
Design Failure	0	23	0	2	1
External Services	20	72	2	7	4
Hardware Failure	63	124	5	12	8
Maintenance	402	0	32	0	17
Malware	0	12	0	1	1
Overload	0	11	0	1	0
Software Bug	118	635	9	61	33
Testing	142	13	11	1	7
Upgrade	516	0	41	0	22
Unknown	0	12	0	1	1

Total	1261	1039	100	99	100
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Question: From Drama + Critical Outages, what percentage were Planned vs Unplanned

Drama + Critical Only

	Planned (Count)	Unplanned (Count)	Planned (%)	Unplanned (%)	Both (%)
Drama	0	55	0	22	12
Critical	201	193	100	78	88
Total	201	248	100	100	100

Question: From Drama + Critical Outages, what percentage were Planned vs Unplanned

Drama + Critical Only

	Planned (Count)	Unplanned (Count)	Planned (%)	Unplanned (%)	Both (%)
Cockpit Error	0	41	0	17	9
Design Failure	0	11	0	4	2
External Services	7	21	4	9	6
Hardware Failure	12	19	6	8	7
Maintenance	59	0	30	0	13
Malware	0	7	0	3	2
Overload	0	4	0	2	1
Software Bug	14	135	7	55	33
Testing	32	4	16	2	8
Upgrade	76	0	38	0	17
Unknown	0	3	0	1	1
Total	200	245	101	101	99

Question: When do Outages Occur?

All Events

	Planned (Count)	Unplanned (Count)	Planned (%)	Unplanned (%)	Both (%)
Prime	193	695	15	67	39
Shoulder	520	325	41	31	37
SLA	549	21	44	2	25
Total	1262	1041	100	100	101

Question: From all Outages, what percentage were Planned vs Unplanned by Service?

All Events

	Planned (Count)	Unplanned (Count)	Planned (%)	Unplanned (%)	Both (%)
Application	161	120	13	12	13
Data Protection	4	5	0	0	0
Email	239	236	20	23	21
HPC	17	22	1	2	2
Interstitial	71	93	6	9	7
MIS	21	36	2	4	3
Multiple	15	0	1	0	1
Paging	2	4	0	0	0
Power	21	38	2	4	3
Print	31	33	3	3	3
Remote Access	30	40	2	4	3
SharePoint	8	3	1	0	0
Storage	162	75	13	7	11
Terminal Services	15	15	1	1	1
Transport	353	231	29	23	26
Virtualization	3	7	0	1	0
Voice	59	35	5	3	4
WiFi	7	20	1	2	1
Total	1219	1013	100	98	99

OK, try again, but this collapse services as follows:

Application = Application + MIS + Multiple + SharePoint + Terminal Services

Storage = Data Protection + Storage

Transport = Transport + Remote Access + WiFi

Voice = Voice + Paging

Question: From all Outages, what percentage were Planned vs Unplanned by Service?

All Events

	Planned (Count)	Unplanned (Count)	Planned (%)	Unplanned (%)	Both (%)
Application	220	174	18	16	17
Email	239	236	20	21	20
HPC	17	22	1	2	2

Interstitial	71	93	6	8	7
Power	21	38	2	3	3
Print	31	33	3	3	3
Storage	166	80	14	7	11
Transport	390	391	32	35	34
Virtualization	3	7	0	1	0
Voice	59	39	5	4	4
Total	1217	1113	101	100	101

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d by Cause?