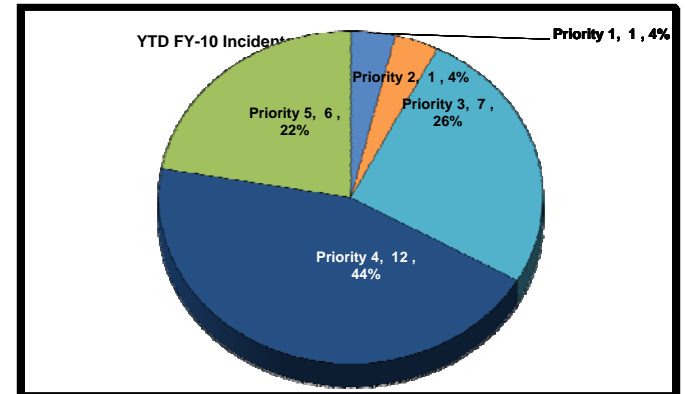
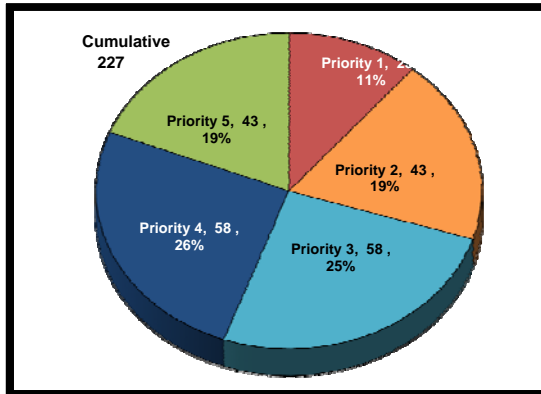


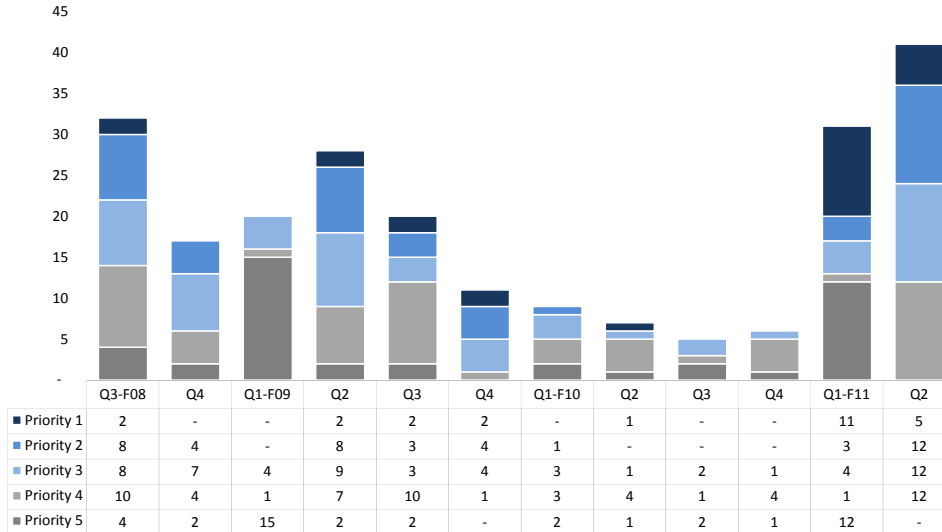
YALE INFORMATION TECHNOLOGY SERVICES, MAJOR INCIDENTS METRIC

	Priority 1 (Highest)	Priority 2	Priority 3	Priority 4	Priority 5 (Lowest)	Total Incidents
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Priority 1 = Highest Level, Priority 5 = Lowest Level



Number Of Incidents By Priority



- Q1, FY-11 Priority 1
- 1) Oracle upgrade Unix issue
 - 2) Bug in iExpense
 - 3) Data fix required in SciQuest
 - 4) Invalid posted currency code in PCard transaction import
 - 5) ITS Billing Informatica issue
 - 6) VPN issues
 - 7) Items 681 attaching in InfoEd caused runaway process
 - 8) Address intermittent widespread InfoEd outages by recycling APP pools
 - 9) July Exchange partial outage
 - 10) August BES problem
 - 11) September eBusiness problem

Notes:
Priority 1:
 After a system change, Coeus-IRB would not connect to the database from the application server for 2 hours. A reboot fixed the issue.

Priority 2:
 After a system change, Coeus-IRB would not connect to the database from the application server for 2 hours. A reboot fixed the issue.

IMPACT

	1	2	3	4
1	1	2	3	4
2	2	3	4	5
3	3	4	5	5
4	4	5	5	5

PRIORITY

Incident - An outage or problem that affects, or may affect, the delivery of a service.

Incidents are assigned a priority value based on the intersection of...

- A) **Impact** - Represents the extent of potential organizational vulnerability.
 B) **Urgency** - Represents the time to restore service level and minimize impact.