

## Appendix B: Server Uptime Statistics

### Report for Check Planning Portal

Report Time Span:	01/01/2020 00:00:00 - 01/07/2020 00:00:00				
Sensor Type:	HTTP Advanced (5 m Interval)				
Probe, Group, Device:	Follaton probe > Servers > swfvchubweb1.swdevon.lan				
Uptime Stats:	Up:	99.95 %	[177d 12h 36m 59s]	Down:	0.05 % [02h 06m 40s]
Request Stats:	Good:	99.789 %	[51109]	Failed:	0.211 % [108]
Average (Loading time):	2,044 msec				

This report measures the availability of the Civica W2 and document management system.

### Report for App Pool Civica APP Live

Report Time Span:	01/01/2020 00:00:00 - 01/07/2020 00:00:00				
Sensor Type:	PerfCounter IIS Application Pool (5 m Interval)				
Probe, Group, Device:	SWFPRG3 > Follaton > swfvcaas1 [Civica APP application server]				
Uptime Stats:	Up:	99.106 %	[174d 14h 13m 27s]	Down:	0.894 % [01d 13h 48m 53s]
Request Stats:	Good:	98.552 %	[50230]	Failed:	1.448 % [738]
Average (Application Pool State):	99 %				

This report measures the availability of the Civica APP system.

### Report for Service: OracleServiceRBLIVE

Report Time Span:	01/01/2020 00:00:00 - 01/07/2020 00:00:00				
Sensor Type:	WMI Service (180 s Interval)				
Probe, Group, Device:	Follaton probe > Servers > swfvrb1[SH RevBens Oracle]				
Uptime Stats:	Up:	94 %	[165d 03h 18m 41s]	Down:	6 % [11d 07h 39m 10s]
Request Stats:	Good:	93 %	[78954]	Failed:	7 % [5937]
Average (Sensor Execution Time):	428 msec				

Northgate Revs and Benefits. Down time is between 2:00 am and 4:00 am for backing up databases.

### Report for Civica Financials Web Access (SHDC)

Report Time Span:	01/01/2020 00:00:00 - 01/07/2020 00:00:00				
Sensor Type:	HTTP (180 s Interval)				
Probe, Group, Device:	Follaton probe > Servers > swfvfms2 [Finance SHDC Apps]				
Uptime Stats:	Up:	99.952 %	[177d 13h 12m 03s]	Down:	0.048 % [02h 02m 14s]
Request Stats:	Good:	99.928 %	[85233]	Failed:	0.072 % [61]
Average (Loading time):	17 msec				

This report measures the availability of the Civica Financials System

## Report for Email Flow

Report Time Span:	01/01/2020 00:00:00 - 01/07/2020 00:00:00					
Sensor Type:	SMTP&IMAP Round Trip (1 h Interval)					
Probe, Group, Device:	SWFPRTG3 > Servers > swfvex2.swdevon.lan [Windows Webserver]					
Uptime Stats:	Up:	99.858 %	[175d 10h 10m 52s]	Down:	0.142 %	[06h 00m 00s]
Request Stats:	Good:	97.803 %	[4229]	Failed:	2.197 %	[95]
Average (Total):	33,752 msec					

The percentage uptime values include times when systems are taken down for backups or scheduled restarts. Within the context of a working day, uptime is greater than the values published.