

## UIT - Service Availability Profile for Fiscal 2016 - 2017

Key Services	Operating Window in Hours*	May	June	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April
FAS	24 Hrs.	100%	100%	100%	100%	100%	99.3%	100%	100%	100%	100%	100%	100%
Moodle	24 Hrs.	100%	100%	100%	100%	100%	99.3%	100%	100%	100%	100%	100%	100%
Wired Network - Keele	24 Hrs.	100%	99.1%	100%	99.5%	100%	99.7%	99.5%	99.2%	100%	99.2%	100%	100%
Wired Network - Gldn.	24 Hrs.	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.4%	100%	100%
Wireless Network - Keele	24 Hrs.	100%	99.1%	100%	99.5%	100%	99.0%	100%	98.8%	100%	99.2%	100%	100%
Wireless Network - Gldn.	24 Hrs.	100%	100%	98.2%	100%	100%	99.3%	100%	100%	100%	99.4%	100%	100%
Phone System - Keele	24 Hrs.	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Phone System - Gldn.	24 Hrs.	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
VOIP - Keele	24 Hrs.	100%	100%	100%	100%	100%	100%	100%	99.9%	100%	100%	100%	100%
VOIP - Gldn.	24 Hrs.	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Central Mail	24 Hrs.	100%	100%	100%	100%	100%	99.3%	100%	100%	100%	100%	100%	100%
Lotus Notes Mail	24 Hrs.	100%	100%	100%	100%	100%	99.3%	100%	100%	100%	100%	100%	100%
Passport York	24 Hrs.	100%	100%	100%	100%	100%	99.3%	100%	100%	100%	100%	100%	100%
Yorku.ca	24 Hrs.	100%	100%	100%	100%	100%	99.3%	100%	100%	100%	100%	100%	100%
YU-Card	24 Hrs.	100%	100%	100%	100%	100%	99.3%	100%	100%	100%	100%	100%	100%
Student Portal	23 Hrs.	100%	100%	100%	100%	100%	99.3%	100%	100%	100%	100%	100%	100%
SIS - Students	23 Hrs.	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SIS - Staff	7:00 AM to 12:00 AM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PeopleSoft - Finance	8:00 AM to 8:00 PM	100%	100%	100%	100%	100%	99.3%	100%	100%	99.8%	100%	100%	100%
PeopleSoft - HCM	7:00 AM to 9:00 PM	100%	100%	100%	100%	100%	99.3%	100%	100%	100%	100%	100%	100%
eReports	7:30 AM to 8:00 PM	100%	100%	100%	100%	100%	99.3%	100%	100%	99.0%	100%	100%	100%
ARMS	8:00 AM to 5:00 PM	100%	100%	100%	100%	100%	99.3%	100%	100%	100%	100%	100%	100%

	> = 99.7%
	> 98.8%
	< 98.8%