


UIT - Service Availability Profile for Fiscal 2017 - 2018

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

 > = 99.7%
 > 98.8%
 < 98.8%