



Relatório Mensal de Disponibilidade dos Clientes do POP-BA/RNP

Abr/2015

Coordenador Técnico: Luiz Cláudio Mendonça

Coordenadora Administrativa: Claudete Alves

PONTO DE PRESENÇA DA REDE NACIONAL DE ENSINO E PESQUISA NA BAHIA
SUPERINTENDÊNCIA DE TECNOLOGIA DA INFORMAÇÃO
UNIVERSIDADE FEDERAL DA BAHIA

Apresentação

Apresentamos neste documento o relatório mensal de disponibilidade dos clientes do PoP-BA/RNP. O relatório contém as informações indicadas na solicitação da RNP aos PoPs para o registro local dos chamados envolvendo os clientes do PoP-BA. Além disso, a RNP utiliza o relatório para gerar uma carta de notificação para as operadoras em relação ao contrato de serviço.

Nas páginas seguintes, serão definidos os campos de cada tabela, bem como as informações referente a **Indisponibilidade por tipo de falha**, **Relatório de chamados abertos** e **Indisponibilidade causada pelas operadoras**.

Glossário

Cliente Campus de uma Instituição atendida pelo PoP-BA. O cliente pode ser qualificado junto à RNP em três categorias: Clientes Primários, Clientes Secundários, Clientes Temporários. A abertura e acompanhamento de chamados nas operadoras são obrigação do PoP-BA apenas para Clientes Primários.

Designação do circuito Conjunto alfanumérico de caracteres que identifica unicamente um circuito de dados de uma dada operadora

Tipo de Falha

desconhecido Causa da indisponibilidade desconhecida

eletrica Indisponibilidade causada por falha no fornecimento de energia elétrica do cliente

operadora Indisponibilidade causada por falha da operadora (problema com equipamento, cabeamento e etc...) atendendo o cliente

roteador Indisponibilidade causada por falha de software/hardware no roteador

prog-pop Indisponibilidade causada por manutenção programada solicitada pelo PoP-BA

prog-operadora Indisponibilidade causada por manutenção programada solicitada pela operadora

prog-cliente Indisponibilidade causada por manutenção programada solicitada pelo cliente

prog-daero Indisponibilidade causada por manutenção programada solicitada pela DAERO/RNP

staff-pop Indisponibilidade decorrente de ação direta do PoP-BA, incluindo desligamento acidentais, manobra inadequada no cabeamento, problema de acesso físico ao PoP-BA(para manutenção de operadoras, por exemplo), entre outros.

staff-cliente Indisponibilidade decorrente de ação direta do cliente, incluindo desligamento acidentais, manobra inadequada no cabeamento, problema de acesso físico a instituição(para manutenção de operadoras, por exemplo), entre outros.

Data/Hora da queda Momento em que o circuito ficou indisponível

Data/Hora da normalização Momento em que o circuito retornou à sua condição operacional normal

Tiquete no PoP Número que identifica o registro do problema na ferramenta de chamados do PoP-BA

Chamado na operadora Número que identifica a solicitação de reparo, manutenção ou averiguação de problemas em um circuito de dados contratado. No caso do chamado não ter sido registrado na operadora, o número será representado por três hifens (—).

SLA O termo “SLA” refere-se a *Service Level Agreement*, ou Acordo de Nível de Serviço em português – com a sigla “ANS”. O contrato de serviço entre a RNP e as operadoras indica que o serviço deve ficar disponível 99.6% do tempo em um mês.

Núm. de paradas Número de chamados resolvidos durante o mês em questão. Essas paradas estão relacionadas com todas as falhas citadas acima.

Indisponibilidade por tipo de falha referente ao mês de Abr/2015 (clientes primários)

Cliente	Designação do circuito	Horas indisponíveis - tipo de falha										total	
		eletrica	operadora	roteador	prog-pop	prog-operadora	prog-cliente	prog-daero	staff-pop	staff-cliente	desconhecido		
CNEN-Caetite	CTT 5011511	00:00:00	70:28:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	05:50:00	00:00:00	76:18:00
	CTT 5011567	00:00:00	03:02:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	05:33:00	00:00:00	08:35:00
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	00:00:00	00:00:00	17:05:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	07:07:00	24:12:00
	BES RNP SDR RNP DPDV 0005	00:00:00	67:08:00	17:05:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:57:00	86:10:00
IFBA-Camacari	BAL2000004	60:51:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:44:00	61:35:00
IFBA-DiasDavila	DSA078513A	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:38:00	01:38:00
IFBA-Eunapolis	BAL2000006	06:07:00	06:05:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:41:00	12:53:00
IFBA-FeiraSantana	BAL2000007	05:58:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	28:17:00	34:15:00
IFBA-Irece	IRERNP01IFBA	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	10:38:00	10:38:00
IFBA-Jacobina	JBN 5018116	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:37:00	00:37:00
IFBA-Jequie	JEE 5026329	08:17:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:49:00	11:06:00
	JEE 5026330	08:18:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	08:18:00
IFBA-PauloAfonso	PAF 5017280	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:34:00	00:34:00
	PAF 5017281	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:34:00	00:34:00
IFBA-PortoSeguro	BAL2000013	14:34:00	166:02:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	112:41:00	293:17:00
IFBA-SantoAmaro	IFBA-StoAmaro	17:43:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	17:43:00
	SNA53192913A	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	03:06:00	03:06:00
IFBA-SimoesFilho	MTR-RNP-59	45:43:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	92:52:00	138:35:00
	PRI-SDR 3017SQGRO	51:16:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	03:18:00	54:34:00
IFBA-Valenca	VEC078313A	00:00:00	23:50:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	13:17:00	37:07:00
IFBA-VitConquista	VCA RNP SDR RNP DPDV 0002	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:22:00	00:22:00
	VCA VA SDR RNP DPDV 0004	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:22:00	00:22:00
IFBaiano-Catu	CAU5013924	18:48:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	18:48:00
IFBaiano-GovernadorMangabeira	BAL2000014	05:58:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	28:16:00	34:14:00
IFBaiano-Guanambi	SDR 5294443	00:43:00	29:39:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	116:16:00	146:38:00
	SDR 5590496	98:05:00	05:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	110:30:00	213:35:00
	SDR5294443	07:14:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	07:14:00
	SDR5590496	07:14:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	07:14:00
IFBaiano-SrBonfim	SBM 5015313	69:54:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	69:54:00
	SBM 5015314	69:54:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	69:54:00
IFBaiano-StaInes	SDR 5590523	10:12:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	10:12:00
	SDR 5590529	10:12:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	10:12:00
IFBaiano-Urucuca	UUU 5010435	02:40:00	09:55:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	12:35:00
	UUU 5010436	02:41:00	09:55:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	12:36:00
	UUU5010435	02:43:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:43:00
IFBaiano-Valenca	VEC 5013555	07:49:00	94:47:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	62:11:00	164:47:00
	VEC 5013556	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	22:15:00	22:15:00
UFBA-VitConquista	SDR 5539663	00:00:00	49:35:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	57:27:00	107:02:00
	VCA 5052890	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	14:27:00	14:27:00
	VCA 5056311	00:00:00	70:05:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	60:37:00	130:42:00
	VCA5052890	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	13:32:00	13:32:00
UFOB-Barreiras	BES078813A	00:44:00	04:12:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	118:03:00	122:59:00
UFRB-Amargosa	TU-RNP-AMA01	378:33:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	15:38:00	394:11:00
UFRB-Cachoeira	CHE077313A	00:00:00	04:20:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	04:20:00
UFRB-CasaMoeda	CHE079113A	00:00:00	113:04:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	18:30:00	131:34:00
UFRB-CruzAlmas	BAL2000017	04:02:00	09:21:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	28:07:00	41:30:00
	CZM077013A	00:00:00	116:33:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	116:33:00
UFRB-FeiraSantana	BAL2000016	05:59:00	00:41:00	15:11:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:41:00	158:31:00
UFRB-SantoAmaro	SAMRNP01	15:49:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	26:14:00	42:03:00
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	31:42:00	31:42:00
	SNJ V5Z SDR RNP DPDV 0002	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	31:41:00	31:41:00
UNIVASF-Juazeiro	SDR 5751274	00:00:00	47:18:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	47:18:00
	SDR 5751283	00:00:00	78:59:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	49:05:00	140:19:00

Relatório de chamados abertos no mês de Abr/2015 (clientes primários)

Cliente	Designação do circuito	Data/Hora da queda	Data/Hora da normalização	Tempo Indis	Tiquete no PoP	Chamado na operadora
CNEN-Caetite	CTT 5011511	2015.04.14, 08:54	2015.04.14, 14:44	05:50:00	13135	—
CNEN-Caetite	CTT 5011567	2015.04.14, 08:54	2015.04.14, 11:15	02:21:00	13136	—
CNEN-Caetite	CTT 5011567	2015.04.14, 11:32	2015.04.14, 14:44	03:12:00	13139	—
CNEN-Caetite	CTT 5011511	2015.04.16, 10:08	2015.04.20, 10:41	70:28:00	13161	13769958
CNEN-Caetite	CTT 5011567	2015.04.22, 15:14	2015.04.22, 19:43	03:02:00	13194	13784911
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.04.01, 17:18	2015.04.02, 10:23	17:05:00	13032	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2015.04.01, 17:18	2015.04.02, 10:23	17:05:00	13033	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.04.07, 11:24	2015.04.07, 12:13	67:08:00	13059	2015403258335
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2015.04.10, 00:19	2015.04.10, 06:04	05:45:00	13084	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.04.19, 10:36	2015.04.19, 11:58	01:22:00	13180	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2015.04.19, 10:36	2015.04.19, 11:58	01:22:00	13181	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.04.30, 20:05	2015.04.30, 20:40	00:35:00	13300	—
IFBA-Camacari	BAL2000004	2015.04.08, 15:23	2015.04.08, 18:10	02:47:00	13076	—
IFBA-Camacari	BAL2000004	2015.04.09, 15:06	2015.04.09, 16:52	01:46:00	13082	—
IFBA-Camacari	BAL2000004	2015.04.10, 21:42	2015.04.13, 00:01	50:19:00	13106	—
IFBA-Camacari	BAL2000004	2015.04.25, 13:33	2015.04.25, 19:32	05:59:00	13228	—
IFBA-Camacari	BAL2000004	2015.04.28, 16:49	2015.04.28, 17:33	00:44:00	13264	—
IFBA-DiasDavia	DSA078513A	2015.04.11, 04:04	2015.04.11, 05:42	01:38:00	13107	—
IFBA-Eunapolis	BAL2000006	2015.04.15, 06:23	2015.04.15, 11:01	06:05:00	13149	20150002410
IFBA-Eunapolis	BAL2000006	2015.04.25, 13:35	2015.04.25, 19:42	06:07:00	13230	—
IFBA-Eunapolis	BAL2000006	2015.04.28, 16:51	2015.04.28, 17:32	00:41:00	13266	—
IFBA-FeiraSantana	BAL2000007	2015.04.11, 14:33	2015.04.12, 18:09	27:36:00	13112	—
IFBA-FeiraSantana	BAL2000007	2015.04.25, 13:35	2015.04.25, 19:33	05:58:00	13231	—
IFBA-FeiraSantana	BAL2000007	2015.04.28, 16:51	2015.04.28, 17:32	00:41:00	13267	—
IFBA-Irece	IRERNP01IFBA	2015.04.12, 21:15	2015.04.13, 07:53	10:38:00	13122	—
IFBA-Jacobina	JBN 5018116	2015.04.26, 11:24	2015.04.26, 12:01	00:37:00	13239	—
IFBA-Jequie	JEE 5026329	2015.04.07, 10:02	2015.04.07, 18:19	08:17:00	13055	—
IFBA-Jequie	JEE 5026330	2015.04.07, 10:02	2015.04.07, 18:20	08:18:00	13056	—
IFBA-Jequie	JEE 5026329	2015.04.27, 05:30	2015.04.27, 08:19	02:49:00	13241	—
IFBA-PauloAfonso	PAF 5017281	2015.04.29, 00:14	2015.04.29, 00:48	00:34:00	13272	—
IFBA-PauloAfonso	PAF 5017280	2015.04.29, 00:14	2015.04.29, 00:48	00:34:00	13273	—
IFBA-PortoSeguro	BAL2000013	2015.04.02, 11:44	2015.04.06, 03:52	88:08:00	13021	—
IFBA-PortoSeguro	BAL2000013	2015.04.02, 17:05	2015.04.02, 17:19	00:14:00	13022	—
IFBA-PortoSeguro	BAL2000013	2015.04.07, 20:43	2015.04.07, 20:59	00:16:00	13065	—
IFBA-PortoSeguro	BAL2000013	2015.04.10, 05:37	2015.04.10, 14:04	08:27:00	13085	—
IFBA-PortoSeguro	BAL2000013	2015.04.10, 13:53	2015.04.10, 02:39	66:31:00	13098	20150002249
IFBA-PortoSeguro	BAL2000013	2015.04.12, 03:13	2015.04.13, 02:39	23:26:00	13114	—
IFBA-PortoSeguro	BAL2000013	2015.04.13, 12:15	2015.04.16, 14:41	97:57:00	13129	20150002347
IFBA-PortoSeguro	BAL2000013	2015.04.22, 14:49	2015.04.22, 15:26	00:37:00	13193	—
IFBA-PortoSeguro	BAL2000013	2015.04.25, 13:35	2015.04.25, 19:42	06:07:00	13229	—
IFBA-PortoSeguro	BAL2000013	2015.04.28, 12:29	2015.04.29, 00:17	01:34:00	13256	20150002750
IFBA-SantoAmaro	SNA53192913A	2015.04.01, 16:44	2015.04.01, 17:31	00:47:00	13014	—
IFBA-SantoAmaro	IFBA-StoAmaro	2015.04.11, 09:55	2015.04.12, 03:38	17:43:00	13109	—
IFBA-SantoAmaro	SNA53192913A	2015.04.28, 04:22	2015.04.28, 06:41	02:19:00	13255	—
IFBA-SimoesFilho	PRI-SDR 3017SQGRO	2015.04.04, 11:21	2015.04.06, 09:04	45:43:00	13025	—
IFBA-SimoesFilho	MTR-RNP-59	2015.04.04, 11:21	2015.04.06, 09:04	45:43:00	13031	—
IFBA-SimoesFilho	PRI-SDR 3017SQGRO	2015.04.23, 02:35	2015.04.23, 05:53	03:18:00	13204	—
IFBA-SimoesFilho	PRI-SDR 3017SQGRO	2015.04.23, 10:33	2015.04.23, 16:06	05:33:00	13208	—
IFBA-SimoesFilho	MTR-RNP-59	2015.04.25, 23:07	2015.04.26, 05:14	06:07:00	13235	—
IFBA-SimoesFilho	MTR-RNP-59	2015.04.30, 15:22	2015.05.04, 06:07	86:45:00	13297	—
IFBA-Valenca	VEC078313A	2015.04.11, 04:55	2015.04.11, 11:32	06:37:00	13108	—
IFBA-Valenca	VEC078313A	2015.04.19, 03:06	2015.04.19, 09:46	06:40:00	13179	—
IFBA-Valenca	VEC078313A	2015.04.26, 19:22	2015.04.28, 11:04	23:50:00	13240	078602015
IFBA-VitConquista	VCA VA SDR RNP DPDV 0004	2015.04.08, 07:20	2015.04.08, 07:42	00:22:00	13066	—
IFBA-VitConquista	VCA RNP SDR RNP DPDV 0002	2015.04.08, 07:20	2015.04.08, 07:42	00:22:00	13067	—
IFBaiano-Catu	CAU5013924	2015.04.23, 16:24	2015.04.24, 11:12	18:48:00	13212	—
IFBaiano-GovernadorMangabeira	BAL2000014	2015.04.11, 14:33	2015.04.12, 18:09	27:36:00	13111	—

IFBaiano-GovernadorMangabeira	BAL2000014	2015.04.25, 13:35	2015.04.25, 19:33	05:58:00	13232	—
IFBaiano-GovernadorMangabeira	BAL2000014	2015.04.28, 16:52	2015.04.28, 17:32	00:40:00	13269	—
IFBaiano-Guanambi	SDR 5590496	2015.04.01, 17:00	2015.04.06, 07:30	110:30:00	13015	—
IFBaiano-Guanambi	SDR 5294443	2015.04.01, 17:00	2015.04.06, 07:30	110:30:00	13016	—
IFBaiano-Guanambi	SDR 5294443	2015.04.10, 00:18	2015.04.10, 06:04	05:46:00	13083	—
IFBaiano-Guanambi	SDR5590496	2015.04.12, 08:19	2015.04.12, 15:33	07:14:00	13117	—
IFBaiano-Guanambi	SDR5294443	2015.04.12, 08:19	2015.04.12, 15:33	07:14:00	13118	—
IFBaiano-Guanambi	SDR 5590496	2015.04.14, 20:35	2015.04.14, 21:18	00:43:00	13146	—
IFBaiano-Guanambi	SDR 5294443	2015.04.14, 20:35	2015.04.14, 21:18	00:43:00	13147	—
IFBaiano-Guanambi	SDR 5590496	2015.04.18, 10:58	2015.04.22, 12:20	97:22:00	13178	—
IFBaiano-Guanambi	SDR 5590496	2015.04.22, 16:54	2015.04.23, 13:54	05:00:00	13197	13786884
IFBaiano-Guanambi	SDR 5294443	2015.04.22, 16:54	2015.04.23, 14:06	04:43:00	13198	13786889
IFBaiano-Guanambi	SDR 5294443	2015.04.11, 16:04	2015.04.30, 11:06	24:56:00	13233	13798980
IFBaiano-SrBonfim	SBM 5015314	2015.04.10, 15:59	2015.04.13, 08:04	64:05:00	13099	—
IFBaiano-SrBonfim	SBM 5015313	2015.04.10, 16:00	2015.04.13, 08:05	64:05:00	13100	—
IFBaiano-SrBonfim	SBM 5015314	2015.04.16, 08:04	2015.04.16, 13:53	05:49:00	13158	—
IFBaiano-SrBonfim	SBM 5015313	2015.04.16, 08:04	2015.04.16, 13:53	05:49:00	13159	—
IFBaiano-Stalnes	SDR 5590529	2015.04.27, 17:42	2015.04.27, 18:00	00:18:00	13252	—
IFBaiano-Stalnes	SDR 5590523	2015.04.27, 17:42	2015.04.27, 18:00	00:18:00	13253	—
IFBaiano-Stalnes	SDR 5590529	2015.04.28, 13:01	2015.04.28, 15:30	02:29:00	13258	—
IFBaiano-Stalnes	SDR 5590523	2015.04.28, 13:01	2015.04.28, 15:30	02:29:00	13259	—
IFBaiano-Stalnes	SDR 5590529	2015.04.30, 12:57	2015.04.30, 20:22	07:25:00	13290	—
IFBaiano-Stalnes	SDR 5590523	2015.04.30, 12:57	2015.04.30, 20:22	07:25:00	13291	—
IFBaiano-Urucuca	UUU 5010436	2015.04.08, 13:55	2015.04.08, 16:36	02:41:00	13073	—
IFBaiano-Urucuca	UUU 5010435	2015.04.08, 13:56	2015.04.08, 16:36	02:40:00	13074	—
IFBaiano-Urucuca	UUU5010435	2015.04.12, 07:48	2015.04.12, 10:31	02:43:00	13116	—
IFBaiano-Urucuca	UUU 5010435	2015.04.22, 15:15	2015.04.22, 19:43	09:55:00	13195	13784902
IFBaiano-Urucuca	UUU 5010436	2015.04.22, 15:15	2015.04.22, 19:43	09:55:00	13196	13784903
IFBaiano-Valenca	VEC 5013556	2015.04.07, 10:42	2015.04.07, 17:00	22:15:00	13057	13738158
IFBaiano-Valenca	VEC 5013555	2015.04.07, 10:42	2015.04.07, 16:59	22:15:00	13058	13738159
IFBaiano-Valenca	VEC 5013555	2015.04.20, 12:44	2015.04.22, 05:36	40:52:00	13186	—
IFBaiano-Valenca	VEC 5013555	2015.04.21, 18:48	2015.04.22, 05:36	10:48:00	13189	—
IFBaiano-Valenca	VEC 5013555	2015.04.22, 20:03	2015.04.23, 06:34	10:31:00	13201	—
IFBaiano-Valenca	VEC 5013555	2015.04.23, 23:47	2015.04.24, 07:36	07:49:00	13217	—
IFBaiano-Valenca	VEC 5013555	2015.04.24, 22:35	2015.04.30, 11:06	72:32:00	13223	13796966 75851249249
UFBA-VitConquista	VCA5052890	2015.04.12, 09:31	2015.04.12, 16:17	06:46:00	13115	—
UFBA-VitConquista	VCA5052890	2015.04.12, 09:31	2015.04.12, 16:17	06:46:00	13119	—
UFBA-VitConquista	SDR 5539663	2015.04.16, 09:23	2015.04.16, 22:59	13:03:00	13160	13765789
UFBA-VitConquista	VCA 5052890	2015.04.19, 12:46	2015.04.20, 03:13	14:27:00	13182	—
UFBA-VitConquista	SDR 5539663	2015.04.21, 03:36	2015.04.22, 05:36	26:00:00	13185	—
UFBA-VitConquista	VCA 5056311	2015.04.20, 12:44	2015.04.22, 05:37	40:53:00	13188	—
UFBA-VitConquista	VCA 5056311	2015.04.22, 20:03	2015.04.23, 06:34	10:31:00	13200	—
UFBA-VitConquista	SDR 5539663	2015.04.22, 22:27	2015.04.23, 06:34	08:07:00	13202	—
UFBA-VitConquista	SDR 5539663	2015.04.23, 21:19	2015.04.24, 07:36	10:17:00	13214	—
UFBA-VitConquista	VCA 5056311	2015.04.23, 22:23	2015.04.24, 07:36	09:13:00	13216	—
UFBA-VitConquista	SDR 5539663	2015.04.24, 22:35	2015.04.30, 11:06	49:35:00	13224	13796973
UFBA-VitConquista	VCA 5056311	2015.04.25, 02:22	2015.04.30, 11:06	70:05:00	13225	13796979 7785830583
UFOB-Barreiras	BES078813A	2015.04.06, 16:43	2015.04.06, 17:03	00:49:00	13052	060772015
UFOB-Barreiras	BES078813A	2015.04.08, 13:15	2015.04.08, 16:19	01:54:00	13072	062612015
UFOB-Barreiras	BES078813A	2015.04.07, 11:54	2015.04.12, 09:54	118:00:00	13095	—
UFOB-Barreiras	BES078813A	2015.04.14, 18:49	2015.04.14, 19:33	00:44:00	13145	—
UFOB-Barreiras	BES078813A	2015.04.15, 13:00	2015.04.15, 16:33	02:18:00	13153	069012015
UFOB-Barreiras	BES078813A	2015.04.22, 04:48	2015.04.22, 05:02	00:14:00	13190	—
UFRB-Amargosa	TU-RNP-AMA01	2015.04.08, 11:08	2015.04.08, 14:26	03:18:00	13071	—
UFRB-Amargosa	TU-RNP-AMA01	2015.04.11, 18:04	2015.04.27, 09:19	375:15:00	13234	—
UFRB-Amargosa	TU-RNP-AMA01	2015.04.27, 15:20	2015.04.28, 06:47	15:27:00	13251	—
UFRB-Amargosa	TU-RNP-AMA01	2015.04.28, 12:44	2015.04.28, 12:55	00:11:00	13257	—
UFRB-Cachoeira	CHE077313A	2015.04.14, 07:18	2015.04.14, 14:05	04:20:00	13134	066782015
UFRB-CasaMoeda	CHE079113A	2015.04.17, 19:10	2015.04.18, 13:40	18:30:00	13177	—
UFRB-CasaMoeda	CHE079113A	2015.04.23, 15:45	2015.04.25, 08:39	113:04:00	13211	074692015
UFRB-CruzAlmas	BAL2000017	2015.04.11, 14:32	2015.04.12, 17:56	27:24:00	13110	—

UFRB-CruzAlmas	BAL2000017	2015.04.17, 19:07	2015.04.18, 08:38	09:21:00	13175	20150002491
UFRB-CruzAlmas	CZM077013A	2015.04.17, 19:08	2015.04.18, 07:05	08:06:00	13176	071352015
UFRB-CruzAlmas	CZM077013A	2015.04.23, 15:43	2015.04.24, 09:03	16:33:00	13210	074682015
UFRB-CruzAlmas	CZM077013A	2015.04.24, 13:17	2015.04.25, 08:40	91:54:00	13220	075192015
UFRB-CruzAlmas	BAL2000017	2015.04.25, 13:33	2015.04.25, 19:33	04:02:00	13226	20150002693
UFRB-CruzAlmas	BAL2000017	2015.04.28, 16:49	2015.04.28, 17:32	00:43:00	13265	—
UFRB-FeiraSantana	BAL2000016	2015.04.10, 16:00	2015.04.17, 16:35	151:10:00	13102	20150002267 / 20150002425
UFRB-FeiraSantana	BAL2000016	2015.04.17, 17:38	2015.04.17, 18:41	00:41:00	13173	20150002489
UFRB-FeiraSantana	BAL2000016	2015.04.25, 13:34	2015.04.25, 19:33	05:59:00	13227	—
UFRB-FeiraSantana	BAL2000016	2015.04.28, 16:51	2015.04.28, 17:32	00:41:00	13268	—
UFRB-SantoAmaro	SAMRNP01	2015.04.01, 15:01	2015.04.01, 15:58	00:57:00	13013	—
UFRB-SantoAmaro	SAMRNP01	2015.04.02, 11:27	2015.04.02, 11:39	00:12:00	13020	—
UFRB-SantoAmaro	SAMRNP01	2015.01.08, 10:15	2015.01.09, 09:54	22:44:00	13069	8168
UFRB-SantoAmaro	SAMRNP01	2015.04.08, 19:02	2015.04.09, 09:54	14:52:00	13078	—
UFRB-SantoAmaro	SAMRNP01	2015.04.10, 09:14	2015.04.10, 09:31	00:17:00	13086	—
UFRB-SantoAmaro	SAMRNP01	2015.04.20, 14:44	2015.04.20, 17:27	02:43:00	13184	—
UFRB-SantoAmaro	SAMRNP01	2015.04.26, 07:48	2015.04.26, 08:06	00:18:00	13238	—
UFRB-StoAntonioJesus	SNJ V5Z SDR RNP DPDV 0002	2015.04.26, 00:15	2015.04.27, 07:56	31:41:00	13236	—
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	2015.04.26, 00:15	2015.04.27, 07:57	31:42:00	13237	—
UNIVASF-Juazeiro	SDR 5751283	2015.04.20, 12:44	2015.04.22, 05:34	40:50:00	13187	—
UNIVASF-Juazeiro	SDR 5751283	2015.04.22, 22:19	2015.04.23, 06:34	08:15:00	13203	—
UNIVASF-Juazeiro	SDR 5751283	2015.04.23, 19:21	2015.04.24, 07:36	12:15:00	13213	—
UNIVASF-Juazeiro	SDR 5751283	2015.04.24, 19:42	2015.04.30, 11:06	78:59:00	13222	13795778 71857543234
UNIVASF-Juazeiro	SDR 5751274	2015.04.27, 09:52	2015.04.28, 15:15	47:18:00	13246	13796831

Indisponibilidade causada pelas operadoras referente ao mês Abr/2015

Cliente	Designação do circuito	Horas indisponíveis	SLA	Núm. de paradas	Chamado na Operadora
CNEN-Caetite	CTT 5011511	70:28:00	90.53%	2	13769958
	CTT 5011567	03:02:00	99.59%	3	13784911
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	00:00:00	100.00%	3	
	BES RNP SDR RNP DPDV 0005	67:08:00	90.98%	4	2015403258335
IFBA-Camacari	BAL2000004	00:00:00	100.00%	5	
IFBA-DiasDavila	DSA078513A	00:00:00	100.00%	1	
IFBA-Eunapolis	BAL2000006	06:05:00	99.18%	3	20150002410
IFBA-FeiraSantana	BAL2000007	00:00:00	100.00%	3	
IFBA-Irece	IRERNP01IFBA	00:00:00	100.00%	1	
IFBA-Jacobina	JBN 5018116	00:00:00	100.00%	1	
IFBA-Jequie	JEE 5026329	00:00:00	100.00%	2	
	JEE 5026330	00:00:00	100.00%	1	
IFBA-PauloAfonso	PAF 5017280	00:00:00	100.00%	1	
	PAF 5017281	00:00:00	100.00%	1	
IFBA-PortoSeguro	BAL2000013	166:02:00	77.68%	10	20150002249 20150002347 20150002750
IFBA-SantoAmaro	IFBA-StoAmaro	00:00:00	100.00%	1	
	SNA53192913A	00:00:00	100.00%	2	
IFBA-SimoesFilho	MTR-RNP-59	00:00:00	100.00%	3	
	PRI-SDR 3017SQGRO	00:00:00	100.00%	3	
IFBA-Valenca	VEC078313A	23:50:00	96.80%	3	078602015
IFBA-VitConquista	VCA RNP SDR RNP DPDV 0002	00:00:00	100.00%	1	
	VCA VA SDR RNP DPDV 0004	00:00:00	100.00%	1	
IFBaiano-Catu	CAU5013924	00:00:00	100.00%	1	
IFBaiano-GovernadorMangabeira	BAL2000014	00:00:00	100.00%	3	
IFBaiano-Guanambi	SDR 5294443	29:39:00	96.01%	5	13786889 13798980
	SDR 5590496	05:00:00	99.33%	4	13786884
	SDR5294443	00:00:00	100.00%	1	
	SDR5590496	00:00:00	100.00%	1	
IFBaiano-SrBonfim	SBM 5015313	00:00:00	100.00%	2	
	SBM 5015314	00:00:00	100.00%	2	
IFBaiano-Stalnes	SDR 5590523	00:00:00	100.00%	3	
	SDR 5590529	00:00:00	100.00%	3	
IFBaiano-Urucuca	UUU 5010435	09:55:00	98.67%	2	13784902
	UUU 5010436	09:55:00	98.67%	2	13784903
	UUU5010435	00:00:00	100.00%	1	
IFBaiano-Valenca	VEC 5013555	94:47:00	87.26%	6	13738159 13796966 75851249249
	VEC 5013556	00:00:00	100.00%	1	13738158
	SDR 5539663	49:35:00	93.34%	5	13765789 13796973
UFBA-VitConquista	VCA 5052890	00:00:00	100.00%	1	
	VCA 5056311	70:05:00	90.58%	4	13796979 7785830583
	VCA5052890	00:00:00	100.00%	2	
UFOB-Barreiras	BES078813A	04:12:00	99.44%	6	060772015 062612015 069012015
UFRB-Amargosa	TU-RNP-AMA01	00:00:00	100.00%	4	
UFRB-Cachoeira	CHE077313A	04:20:00	99.42%	1	066782015
UFRB-CasaMoeda	CHE079113A	113:04:00	84.80%	2	074692015
UFRB-CruzAlmas	BAL2000017	09:21:00	98.74%	4	20150002491 20150002693
	CZM077013A	116:33:00	84.33%	3	071352015 074682015 075192015
UFRB-FeiraSantana	BAL2000016	00:41:00	99.91%	4	20150002267 / 20150002425 20150002489
UFRB-SantoAmaro	SAMRNP01	00:00:00	100.00%	7	8168
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	00:00:00	100.00%	1	
	SNJ V5Z SDR RNP DPDV 0002	00:00:00	100.00%	1	
UNIVASF-Juazeiro	SDR 5751274	47:18:00	93.64%	1	13796831
	SDR 5751283	78:59:00	89.38%	4	13795778 71857543234

Observações

- Circuitos da unidade CNEN-Caetite (CTT 5011511) apresentou problema no cabo RJ45.
- Circuitos da unidade IFBA-Barreiras (BES RNP SDR RNP DPDV 0005) estava oscilando.
- Circuito da unidade IFBA-PortoSeguro (BAL2000013) estava oscilando e houve uma queda na estação de radio.
- Circuito da unidade UFRB-CasaMoeda (CHE077313A) apresentou rompimento na fibra.
- Circuito da unidade UFRB-CruzAlmas (CZM077013A) apresentou rompimento na fibra.
- Circuito da unidade UNIVASF-Juazeiro (SDR 5751274) apresentou problema no modem ótico AsGA.
- Circuito da unidade UNIVASF-Juazeiro (SDR 5751283) apresentou problema no servidor do cliente.
- Circuito da unidade UFRB-FeiraSantana (BAL2000016) apresentou problema no MTU do roteador.
- Circuito da unidade UFOB-Barreiras (BES078813A) apresentou problema fora do horário comercial e normalizou sem intervenção técnica.