



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

Dez/2017

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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.

Os dados deste relatório são provindos dos tickets abertos na ferramenta de acompanhamento de chamados da RNP e não diretamente através de todas as quedas capturadas pelo sistema de monitoramento. Caso contrário, a demanda de mão-de-obra seria muito alta. Por exemplo, apenas os chamados que foi encaminhado para fila do PoP-BA são tratadas por nossa equipe. Logo, os dados aqui apresentados são aproximados da disponibilidade real dos circuitos.

Nas páginas seguintes, serão definidos os campos de cada tabela, bem como as informações referentes a **Relatório de chamados abertos e Indisponibilidades causadas pelas operadoras**.

Glossário

Instituição 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 dos chamados é obrigação do NOC e do Service Desk da RNP e o acompanhamento de chamados nas operadores é obrigação do PoP-BA apenas para Clientes Primários.

Circuito Conjunto alfanumérico de caracteres que identifica unicamente um circuito de dados de uma dada operadora.

Serviço (descrição dos principais)

Causa indeterminada Causa da indisponibilidade desconhecida.

Cliente::Energia 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.

PoP - Rede Interna Indisponibilidade causada por manutenção programada solicitada pelo PoP-BA.

Hora da Falha Momento em que o circuito ficou indisponível.

Hora da Normalização Momento em que o circuito retornou à sua condição operacional normal.

Chamado na RNP Número que identifica o registro do problema na ferramenta de chamados da RNP

Chamado na operadora Número que identifica a solicitação de reparo, manutenção ou averiguação de problemas em um circuito de dados contratado.

Qtd de Quedas Número de chamados resolvidos durante o mês em questão. Essas paradas estão relacionadas com as falhas por parte da operadora.

Tempo total de Indisponibilidade Tempo total de indisponibilidade do circuito.

Indisponibilidade Porcentagem de indisponibilidade. O contrato de serviço entre a RNP e as operadoras indica que o serviço deve ficar disponível 99.6%, ou seja, a indisponibilidade não deve ser maior que 0.040%.

Relatório de chamados abertos no mês de Dez/2017 (clientes primários)

Topo

Chamado RNP	Serviço	Operadora	Instituição	Circuito	Hora da Falha	Hora da Normalização	Tempo de Indisponibilidade
40101276	Cliente::Energia	BRDigital	UFRB-Cachoeira	CHE077313A	2017-12-31 17:49:00	2018-01-02 11:27:00	41:38:00
40101271	Operadora	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-31 16:22:00	2017-12-31 18:40:00	02:18:00
40101260	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-31 13:47:00	2017-12-31 14:02:00	00:15:00
40101253	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-31 11:33:00	2017-12-31 11:37:00	00:04:00
40101186	Erro de cadastro	Telebrás	IFBA-FeiradeSantana	BAL2000007	2017-12-30 17:14:00	2017-12-30 18:05:00	00:51:00
40101158	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-30 12:17:00	2017-12-30 12:30:00	00:13:00
40101157	Operadora	WebFoco	UNIVASF-PauloAfonso	15092017	2017-12-30 12:14:00	2018-01-03 17:44:00	101:30:00
40101151	Causa indeterminada	WebFoco	UNIVASF-PauloAfonso	SDRPAF/LC/15092017	2017-12-30 11:43:00	2017-12-30 12:03:00	00:20:00
40101095	Operadora	Telebrás	UFRB-FeiradeSantana	BAL2000016	2017-12-29 21:34:00	2018-01-03 00:22:00	98:48:00
40101077	Lentidão	BRDigital	UFOB-Barreiras	BES081314A	2017-12-29 11:00:00	2018-01-03 08:02:00	117:02:00
40101064	Operadora	WebFoco	IFBA-SantoAntoniodeJesus	SDRSAJ/LC/28112017	2017-12-29 15:18:00	2017-12-29 18:44:00	03:26:00
40101063	Operadora	WebFoco	IFBA-Irece	SDRIEE/LC/13072017	2017-12-29 15:17:00	2018-01-02 09:40:00	90:23:00
40101061	Cliente::Energia	WebFoco	UNIVASF-SenhordoBonfim	SDRSBM/LC/12072017-UNIVASF	2017-12-29 15:17:00	2017-12-30 12:39:00	21:22:00
40101060	Operadora	WebFoco	IFBaiano-SenhordoBonfim	SDRSBM/LC/12072017-IFBAIANO	2017-12-29 15:15:00	2017-12-29 18:00:00	02:45:00
40101054	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-29 14:14:00	2017-12-29 14:28:00	00:14:00
40101051	Lentidão	BRDigital	UFRB-CruzasAlmas	CZM077013A	2017-12-29 12:10:00	2017-12-29 17:00:00	04:50:00
40101040	Operadora	Telebrás	IFBaiano-Valenca	BAL2000002	2017-12-29 12:14:00	2017-12-29 18:00:00	05:46:00
40100980	Operadora	WebFoco	UNIVASF-PauloAfonso	15092017	2017-12-29 09:40:00	2017-12-29 12:53:00	03:13:00
40100907	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-28 20:53:00	2017-12-28 21:02:00	00:09:00
40100831	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-28 13:43:00	2017-12-28 13:56:00	00:13:00
40100787	Operadora	WebFoco	IFBaiano-SenhordoBonfim	SDRSBM/LC/12072017-IFBAIANO	2017-12-28 09:53:00	2017-12-28 13:20:00	03:27:00
40100786	Operadora	WebFoco	UNIVASF-SenhordoBonfim	SDRSBM/LC/12072017-UNIVASF	2017-12-28 09:51:00	2017-12-28 13:20:00	03:29:00
40100704	Causa indeterminada	WebFoco	UFOB-SantaMaria	SDRSMV/LC/18092017	2017-12-27 17:38:00	2017-12-27 17:40:00	00:02:00
40100683	Causa indeterminada	Telebrás	IFBA-Eunapolis	BAL2000006	2017-12-27 15:58:00	2017-12-27 16:03:00	00:05:00
40100622	Erro de cadastro	BRDigital	IFBA-SantoAmaro	SNA53192913A	2017-12-27 13:01:00	2017-12-27 14:01:00	01:00:00
40100598	Operadora	Embratel	IFBA-Jequie	SDRXYFJEE0EWDV*V0002	2017-12-27 11:15:00	2017-12-27 12:50:00	01:35:00
40100589	Causa indeterminada	BRDigital	IFBA-Camacari	CAR54080616A	2017-12-27 11:09:00	2017-12-27 11:14:00	00:05:00
40100587	Causa indeterminada	WebFoco	IFBA-SantoAntoniodeJesus	SDRSAJ/LC/28112017	2017-12-27 11:06:00	2017-12-27 11:16:00	00:10:00
40100586	Cliente::Energia	Embratel	IFBA-Jequie	SDRXYFJEE0EWDV0002	2017-12-27 10:57:00	2017-12-27 12:50:00	01:53:00
40100580	Cliente::Energia	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-27 10:37:00	2017-12-27 17:31:00	06:54:00
40100573	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-27 10:26:00	2017-12-27 10:30:00	00:04:00
40100541	Operadora	Acesso Net	UFOB-BomJesusdaLapa	ACE-BOM-SSA-6732	2017-12-27 06:18:00	2017-12-27 07:32:00	01:14:00
40100539	Operadora	Telebrás	IFBA-PortoSeguro	BAL2000013	2017-12-27 06:11:00	2017-12-27 07:24:00	01:13:00
40100538	Operadora	Telebrás	IFBA-Eunapolis	BAL2000006	2017-12-27 06:04:00	2017-12-27 07:24:00	01:20:00
40100493	Operadora	BRDigital	UFRB-CruzasAlmas	CZM032915A	2017-12-26 18:52:00	2017-12-27 00:50:00	05:58:00
40100492	Operadora	WebFoco	IFBA-Irece	12072017-UNIVASF	2017-12-26 18:53:00	2017-12-26 19:02:00	00:09:00
40100489	Operadora	WebFoco	IFBA-SantoAntoniodeJesus	28112017	2017-12-26 18:51:00	2017-12-26 19:02:00	00:11:00
40100468	Cliente::Energia	BRDigital	IFBA-SantoAmaro	SNA53192913A	2017-12-26 16:02:00	2017-12-26 18:27:00	02:25:00
40100464	Cliente::Energia	PDN Telecom	UNILAB-SaoFranciscodoConde	SDR-SFC-UNILAB-01	2017-12-26 15:13:00	2017-12-27 10:54:00	19:41:00
40100419	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-26 11:32:00	2017-12-26 11:48:00	00:16:00
40100319	Instabilidade ou Intermitência	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-25 09:03:00	2017-12-26 10:10:00	25:07:00
40100307	Instabilidade ou Intermitência	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-25 07:48:00	2017-12-25 08:10:00	00:22:00
40100306	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-25 07:21:00	2017-12-25 07:31:00	00:10:00
40100304	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-25 06:38:00	2017-12-25 06:48:00	00:10:00
40100303	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-25 06:14:00	2017-12-25 06:33:00	00:19:00
40100260	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-25 23:58:00	2017-12-26 00:02:00	00:04:00
40100172	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-23 21:39:00	2017-12-23 21:43:00	00:04:00
40100154	Causa indeterminada	Embratel	IFBA-Jequie	SDRXYFJEE0EWDV0002	2017-12-23 17:07:00	2017-12-23 17:17:00	00:10:00
40100144	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-23 14:13:00	2017-12-23 14:18:00	00:05:00
40100129	Operadora	Embratel	IFBA-Jequie	SDRXYFJEE0EWDV0002	2017-12-23 11:27:00	2017-12-23 15:52:00	04:25:00
40100124	Operadora	BRDigital	Embrapa-CruzasAlmas	CZM032915A	2017-12-23 09:50:00	2017-12-24 15:00:00	29:10:00
40100123	Operadora	BRDigital	UFRB-CasadaMoeda	CHE079113A	2017-12-23 09:49:00	2017-12-24 15:00:00	29:11:00
40100101	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-23 06:07:00	2017-12-23 06:34:00	00:27:00
40100078	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-23 03:53:00	2017-12-23 04:03:00	00:10:00
40100072	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-23 02:33:00	2017-12-23 02:39:00	00:06:00

40100027	Cliente::Energia	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-22 21:18:00	2017-12-22 11:16:00	
40100016	Cliente::Energia	Telebrás	IFBA-PortoSeguro	BAL2000013	2017-12-22 19:07:00	2017-12-22 19:17:00	00:10:00
4099786	Cliente::Energia	WebFoco	UFOB-SantaMaria	SDRSMB/LC/18092017	2017-12-21 17:06:00	2017-12-21 17:55:00	00:49:00
4099690	Causa indeterminada	USE Telecom	IFBaiano-Guanambi	273667	2017-12-21 09:32:00	2017-12-21 09:44:00	00:12:00
4099666	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-21 05:05:00	2017-12-21 05:37:00	00:32:00
4099560	Causa indeterminada	OI	CNEN-Caetite	CTT5011696	2017-12-20 14:59:00	2017-12-20 15:10:00	00:11:00
4099523	Operadora	WebFoco	IFBA-Irece	SDRIEE/LC/13072017	2017-12-20 11:22:00	2017-12-20 12:15:00	00:53:00
4099521	Operadora	WebFoco	UNIVASF-SenhordoBonfim	SDRSBM/LC/12072017-UNIVASF	2017-12-20 11:22:00	2017-12-20 12:15:00	00:53:00
4099520	Operadora	WebFoco	IFBaiano-SenhordoBonfim	SDRSBM/LC/12072017-IFBAIANO	2017-12-20 11:21:00	2017-12-20 12:13:00	00:52:00
4099459	Operadora	WebFoco	UNIVASF-PauloAfonso	SDRPAF/LC/15092017	2017-12-20 05:28:00	2017-12-20 05:47:00	00:19:00
4099453	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-20 02:22:00	2017-12-20 03:10:00	00:48:00
4099352	Perdas	WebFoco	IFBA-Irece	SDRIEE/LC/13072017	2017-12-19 11:31:00	2018-01-29 14:09:00	986:38:00
4099329	Causa indeterminada	OI	IFBaiano-Itapetinga	ING5017703	2017-12-19 09:37:00	2017-12-19 09:56:00	00:19:00
4099310	Operadora	OI	IFBaiano-Urucuca	UUU 5010436	2017-12-19 08:41:00	2017-12-19 10:39:00	01:58:00
4099293	Cliente::Energia	BRDigital	UFRB-Cachoeira	CHE077313A	2017-12-19 07:17:00	2017-12-19 10:15:00	02:58:00
4099290	Cliente::Energia	Telebrás	IFBA-PortoSeguro	BAL2000013	2017-12-19 07:06:00	2017-12-19 07:44:00	00:38:00
4099288	Operadora	WebFoco	UNIVASF-PauloAfonso	15092017	2017-12-19 06:43:00	2017-12-19 08:38:00	01:55:00
4099205	Causa indeterminada	Embratel	IFBaiano-TeixeiradeFreitas	SDRXYFTAF0FDDPV0001	2017-12-18 18:09:00	2017-12-18 18:22:00	00:13:00
4099065	Causa indeterminada	WebFoco	UNIVASF-PauloAfonso	SDRPAF/LC/15092017	2017-12-18 10:53:00	2017-12-18 11:13:00	00:20:00
4099033	Cliente::Energia	OI	IFBaiano-Urucuca	UUU 5010436	2017-12-18 08:35:00	2017-12-18 10:24:00	01:49:00
4098969	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-17 15:09:00	2017-12-17 15:45:00	00:36:00
4098951	Operadora	WebFoco	UNIVASF-PauloAfonso	15092017	2017-12-17 09:55:00	2017-12-17 14:12:00	04:17:00
4098942	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-17 08:24:00	2017-12-17 08:28:00	00:04:00
4098941	Cliente::Energia	Telebrás	IFBA-FeiradeSantana	BAL2000007	2017-12-17 08:15:00	2017-12-17 09:00:00	00:45:00
4098928	Causa indeterminada	BRDigital	UFOB-LuisEduardoMagalhaes	LEM081214A	2017-12-17 06:52:00	2017-12-17 07:05:00	00:13:00
4098927	Causa indeterminada	BRDigital	UFOB-Barreiras	BES081314A	2017-12-17 06:54:00	2017-12-17 07:04:00	00:10:00
4098926	Causa indeterminada	BRDigital	IFBA-Barreiras	BES081114A	2017-12-17 06:51:00	2017-12-17 07:03:00	00:12:00
4098867	Causa indeterminada	Telebrás	IFBaiano-GovernadorMangabeira	BAL2000014	2017-12-16 18:33:00	2017-12-16 18:36:00	00:03:00
4098860	Causa indeterminada	Telebrás	IFBA-Valenca	IFBA-Eunapolis	IFBaiano-Valenca	IFBA-PortoSeguro	BAL2000006
4098832	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-16 12:18:00	2017-12-16 12:45:00	00:27:00
4098755	Causa indeterminada	Telebrás	IFBaiano-Valenca	BAL2000002	2017-12-16 00:30:00	2017-12-18 10:43:00	58:13:00
4098754	Causa indeterminada	Telebrás	IFBA-Valenca	BAL2000001	2017-12-16 00:30:00	2017-12-18 10:40:00	58:10:00
4098693	Cliente::Energia	PDN Telecom	UNILAB-SaoFranciscodoConde	SDR-SFC-UNILAB-01	2017-12-15 15:01:00	2017-12-15 16:36:00	01:35:00
4098674	Causa indeterminada	Acesso Net	UFOB-BomJesusdaLapa	ACE-BOM-SSA-6732	2017-12-15 13:31:00	2017-12-15 13:36:00	00:05:00
4098662	Causa indeterminada	Embratel	IFBaiano-TeixeiradeFreitas	SDRXYFTAF0FDDPV0001	2017-12-15 12:55:00	2017-12-15 13:00:00	00:05:00
4098617	Operadora	Acesso Net	UFOB-BomJesusdaLapa	ACE-BOM-SSA-6732	2017-12-15 09:45:00	2017-12-15 13:20:00	03:35:00
4098616	Causa indeterminada	Embratel	IFBaiano-TeixeiradeFreitas	SDRXYFTAF0FDDPV0001	2017-12-15 09:44:00	2017-12-15 09:48:00	00:04:00
4098536	Operadora	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-14 19:24:00	2017-12-16 12:07:00	40:43:00
4098430	Cliente::Energia	PDN Telecom	UNILAB-SaoFranciscodoConde	SDR-SFC-UNILAB-01	2017-12-14 13:06:00	2017-12-14 14:10:00	01:04:00
4098328	Causa indeterminada	USE Telecom	IFBaiano-Guanambi	273667	2017-12-14 05:57:00	2017-12-14 06:07:00	00:10:00
4098249	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-13 18:10:00	2017-12-13 18:21:00	00:11:00
4098171	Erro de cadastro	WebFoco	IFBA-Irece	SDRIEE/LC/13072017	2017-12-13 14:27:00	2017-12-13 14:27:00	00:00:00
4098143	Erro de cadastro	WebFoco	IFBA-Irece	SDRIEE/LC/13072017	2017-12-13 11:37:00	2017-12-13 14:00:00	02:23:00
4098078	Cliente::Energia	Telebrás	IFBA-PortoSeguro	BAL2000013	2017-12-13 04:04:00	2017-12-13 06:10:00	02:06:00
4098045	Operadora	WebFoco	UNIVASF-PauloAfonso	SDRPAF/LC/15092017	2017-12-12 22:04:00	2017-12-13 02:04:00	04:00:00
4098035	Operadora	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-12 20:17:00	2017-12-13 02:05:00	05:48:00
4098000	Cliente::Energia	Telebrás	IFBA-PortoSeguro	BAL2000013	2017-12-12 16:47:00	2017-12-12 17:22:00	00:35:00
4097998	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-12 16:40:00	2017-12-12 16:45:00	00:05:00
4097956	Operadora	BRDigital	UFRB-CasadaMoeda	CHE077313A	2017-12-12 10:00:00	2017-12-12 19:37:00	09:37:00
4097874	Operadora	WebFoco	IFBA-SantoAntoniodeJesus	SNJRN01 / SDRSAJ/LC/28112017	2017-12-12 11:03:00	2017-12-12 11:44:00	00:41:00
4097872	Causa indeterminada	WebFoco	UNIVASF-SenhordoBonfim	SDRSBM/LC/12072017-UNIVASF	2017-12-12 10:52:00	2017-12-12 11:01:00	00:09:00
4097871	Causa indeterminada	WebFoco	IFBaiano-SenhordoBonfim	SDRSBM/LC/12072017-IFBAIANO	2017-12-12 10:52:00	2017-12-12 11:04:00	00:12:00
4097869	Operadora	WebFoco	IFBA-SantoAntoniodeJesus	SDRSJ/LC/28112017	2017-12-12 10:52:00	2017-12-12 11:44:00	00:52:00
4097868	Causa indeterminada	WebFoco	IFBA-Irece	SDRIEE/LC/13072017	2017-12-12 10:50:00	2017-12-12 11:05:00	00:15:00
4097756	Causa indeterminada	PDN Telecom	UFRB-SantoAntoniodeJesus	SDRSJ-UFRB-03092015	2017-12-11 19:59:00	2017-12-11 20:06:00	00:07:00
4097748	Causa indeterminada	BRDigital	UFRB-Cachoeira	CHE077313A	2017-12-11 19:34:00	2017-12-11 19:38:00	00:04:00
4097745	Cliente::Energia	WebFoco	IFBaiano-Catu	11072017	2017-12-11 19:24:00	2017-12-12 09:20:00	13:56:00
4097742	Operadora	OI	IFBaiano-Itapetinga	ING5017703	2017-12-11 19:19:00	2017-12-12 10:54:00	15:35:00
4097706	Erro de cadastro	BRDigital	IFBA-Camacari	CAR54080616A	2017-12-11 17:13:00	2017-12-11 19:19:00	02:06:00
4097665	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-11 16:13:00	2017-12-11 16:50:00	00:37:00
4097647	Causa indeterminada	PDN Telecom	UNILAB-SaoFranciscodoConde	SDR-SFC-UNILAB-01	2017-12-11 15:27:00	2017-12-11 15:42:00	00:15:00
4097593	Operadora	WebFoco	IFBA-SantoAntoniodeJesus	SDRSJ/LC/28112017	2017-12-11 11:35:00	2017-12-11 13:42:00	02:07:00
4097579	Operadora	WebFoco	UNIVASF-SenhordoBonfim	SDRSBM/LC/12072017-UNIVASF	2017-12-11 11:37:00	2017-12-11 14:49:00	03:12:00

4097577	Operadora	WebFoco	IFBaiano-SenhordoBonfim	SDRSBM/LC/12072017-IFBAIANO	2017-12-11 11:37:00	2017-12-11 15:01:00	03:24:00
4097576	Operadora	BRDigital	UFRB-Cachoeira	CHE077313A	2017-12-11 11:40:00	2017-12-11 18:10:00	06:30:00
4097573	Operadora	BRDigital	UFRB-CruzasAlmas	CZM077013A	2017-12-11 11:40:00	2017-12-11 18:13:00	06:33:00
4097570	Operadora	BRDigital	UFRB-CasadaMoeda	CHE079113A	2017-12-11 11:36:00	2017-12-13 20:07:00	56:31:00
4097568	Operadora	WebFoco	IFBA-Irece	SDRIE/LC/13072017	2017-12-11 11:36:00	2017-12-11 14:41:00	03:05:00
4097567	Operadora	BRDigital	Embrapa-CruzasAlmas	CZM032915A	2017-12-11 11:34:00	2017-12-11 18:10:00	06:36:00
4097564	Erro de cadastro	WebFoco	IFBA-SantoAntoniodeJesus	SDRSAJ/LC/28112017	2017-12-11 11:34:00	2017-12-11 12:50:00	01:16:00
4097465	Causa indeterminada	USE Telecom	IFBaiano-Guanambi	273667	2017-12-11 06:28:00	2017-12-11 06:37:00	00:09:00
4097461	Causa indeterminada	USE Telecom	IFBaiano-Guanambi	273667	2017-12-11 05:51:00	2017-12-11 06:08:00	00:17:00
4097431	Operadora	BRDigital	Embrapa-CruzasAlmas	CZM032915A	2017-12-11 00:06:00	2017-12-11 02:10:00	02:04:00
4097401	Erro de cadastro	RedeVASF	IFBA-Juazeiro	RedeVASF	2017-12-10 19:43:00	2017-12-11 02:10:00	06:27:00
4097399	Operadora	PDN Telecom	UFRB-SantoAntoniodeJesus	SDRSAJ-UFRB-03092015	2017-12-10 18:55:00	2017-12-10 20:15:00	01:20:00
4097322	Cliente::Energia	OI	IFBaiano-Santalnes	SDR5590529	2017-12-10 02:38:00	2017-12-11 13:16:00	34:38:00
4097321	Operadora	OI	IFBaiano-Urucuca	UUU 5010435	2017-12-10 02:18:00	2017-12-10 03:30:00	01:12:00
4097315	Causa indeterminada	OI	IFBaiano-Santalnes	SDR5590529	2017-12-10 01:47:00	2017-12-10 02:04:00	00:17:00
4097294	Operadora	BRDigital	IFBA-Camacari	CAR54080616A	2017-12-09 20:49:00	2017-12-09 23:32:00	02:43:00
4097292	Operadora	BRDigital	UFRB-CasadaMoeda	CHE079113A	2017-12-09 20:48:00	2017-12-09 23:30:00	02:42:00
4097291	Operadora	BRDigital	Embrapa-CruzasAlmas	CZM032915A	2017-12-09 20:48:00	2017-12-09 23:30:00	02:42:00
4097287	Cliente::Energia	PDN Telecom	UNILAB-SaoFranciscodoConde	SDR-SFC-UNILAB-01	2017-12-09 18:54:00	2017-12-11 01:10:00	30:16:00
4097285	Cliente::Energia	BRDigital	IFBA-SantoAmaro	SN53192913A	2017-12-09 18:05:00	2017-12-09 23:30:00	05:25:00
4097280	Cliente::Energia	Telebrás	IFBA-FeiradeSantana	BAL2000007	2017-12-09 16:35:00	2017-12-09 21:30:00	04:55:00
4097252	Cliente::Energia	BRDigital	UFRB-Cachoeira	CHE077313A	2017-12-09 10:50:00	2017-12-09 23:30:00	12:40:00
4097240	Causa indeterminada	WebFoco	UNIVASF-PauloAfonso	15092017	2017-12-09 09:04:00	2017-12-09 09:20:00	00:16:00
4097221	Erro de cadastro	WebFoco	IFBaiano-Catu	SDRCAU/LC/11072017	2017-12-09 03:02:00	2017-12-09 05:18:00	02:16:00
4097189	Causa indeterminada	USE Telecom	IFBaiano-Guanambi	273667	2017-12-08 22:13:00	2017-12-08 22:23:00	00:10:00
4097172	Erro de cadastro	WebFoco	IFBaiano-Alagoinhas	SDRALH/LC/21112017	2017-12-08 15:59:00	2017-12-08 23:40:00	07:41:00
4097115	Causa indeterminada	WebFoco	IFBaiano-SenhordoBonfim	SDRSBM/LC/12072017-IFBAIANO	2017-12-08 12:52:00	2017-12-08 12:57:00	00:05:00
4097110	Erro de cadastro	WebFoco	UNIVASF-PauloAfonso	SDRPAF/LC/15092017	2017-12-08 12:19:00	2017-12-08 15:42:00	03:23:00
4097087	Operadora	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-08 11:15:00	2017-12-11 14:52:00	75:37:00
4097068	Causa indeterminada	Acesso Net	UFOB-BomJesusdaLapa	ACE-BOM-SSA-6732	2017-12-08 10:35:00	2017-12-08 10:39:00	00:04:00
4096978	Operadora	Embratel	IFBaiano-TeixeiradeFreitas	SDRXYF/TAFOFDDPV0001	2017-12-07 22:20:00	2017-12-08 16:05:00	17:45:00
4096955	Causa indeterminada	WebFoco	IFBA-Irece	SDRIE/LC/13072017	2017-12-07 18:03:00	2017-12-07 18:19:00	00:16:00
4096952	Operadora	WebFoco	IFBaiano-Alagoinhas	SDRALH/LC/21112017	2017-12-07 17:47:00	2017-12-08 01:28:00	07:41:00
4096945	Operadora	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-07 17:16:00	2017-12-07 23:30:00	06:14:00
4096888	Operadora	Telebrás	UFRB-FeiradeSantana	BAL2000016	2017-12-07 11:18:00	2017-12-08 14:23:00	27:05:00
4096872	Causa indeterminada	OI	CNEN-Caetite	CTT5011696	2017-12-07 11:36:00	2017-12-07 11:45:00	00:09:00
4096871	Operadora	Acesso Net	UFOB-BomJesusdaLapa	ACE-BOM-SSA-6732	2017-12-07 11:30:00	2017-12-07 11:40:00	00:10:00
4096867	Lentidão	WebFoco	UFOB-SantaMariadaVitoria	SDRSMV/LC/18092017	2017-12-07 11:30:00	2017-12-12 14:52:00	123:22:00
4096860	Operadora	Telebrás	UFRB-FeiradeSantana	BAL2000016	2017-12-07 11:04:00	2017-12-08 14:24:00	27:20:00
4096855	Operadora	BRDigital	UFRB-SantoAmaro	SNA001184317A	2017-12-07 11:11:00	2017-12-07 11:17:00	00:06:00
4096848	Cliente::Energia	OI	CNEN-Caetite	CTT5011696	2017-12-07 10:26:00	2017-12-07 11:09:00	00:43:00
4096834	Causa indeterminada	OI	CNEN-Caetite	CTT5011696	2017-12-07 09:53:00	2017-12-07 10:10:00	00:17:00
4096831	Operadora	BRDigital	UFRB-CruzasAlmas	CZM077013A	2017-12-06 18:00:00	2017-12-07 12:02:00	18:02:00
4096823	Causa indeterminada	OI	CNEN-Caetite	CTT5011696	2017-12-07 09:14:00	2017-12-07 09:39:00	00:25:00
4096791	Causa indeterminada	WebFoco	UFOB-SantaMaria	SDRSMV/LC/18092017	2017-12-07 03:12:00	2017-12-07 03:35:00	00:23:00
4096780	Operadora	BRDigital	UFRB-CruzasAlmas	CZM077013A	2017-12-07 00:24:00	2017-12-07 11:15:00	10:51:00
4096768	Cliente::Energia	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-06 22:50:00	2017-12-07 02:02:00	03:12:00
4096767	Causa indeterminada	WebFoco	IFBaiano-SenhordoBonfim	12072017-IFBAIANO	2017-12-06 22:25:00	2017-12-06 22:30:00	00:05:00
4096764	Causa indeterminada	OI	CNEN-Caetite	CTT5011696	2017-12-06 22:12:00	2017-12-06 22:50:00	00:38:00
4096760	Operadora	Acesso Net	UFOB-BomJesusdaLapa	ACE-BOM-SSA-6732	2017-12-06 21:20:00	2017-12-07 11:40:00	14:20:00
4096757	Causa indeterminada	Acesso Net	UFOB-BomJesusdaLapa	ACE-BOM-SSA-6732	2017-12-06 20:36:00	2017-12-06 21:06:00	00:30:00
4096743	Operadora	BRDigital	Embrapa-CruzasAlmas	CZM032915A	2017-12-06 18:55:00	2017-12-07 11:18:00	16:23:00
4096742	Operadora	BRDigital	IFBA-SantoAmaro	SN53192913A	2017-12-06 18:52:00	2017-12-07 11:15:00	16:23:00
4096723	Causa indeterminada	Acesso Net	UFOB-BomJesusdaLapa	ACE-BOM-SSA-6732	2017-12-06 17:56:00	2017-12-06 18:06:00	00:10:00
4096709	Causa indeterminada	WebFoco	IFBA-Irece	SDRIE/LC/13072017	2017-12-06 16:34:00	2017-12-06 16:52:00	00:18:00
4096697	Causa indeterminada	WebFoco	IFBaiano-SenhordoBonfim	SDRSBM/LC/12072017-IFBAIANO	2017-12-06 15:58:00	2017-12-06 16:16:00	00:18:00
4096673	Causa indeterminada	WebFoco	UNIVASF-SenhordoBonfim	SDRSBM/LC/12072017-UNIVASF	2017-12-06 15:09:00	2017-12-06 18:56:00	03:47:00
4096672	Causa indeterminada	WebFoco	IFBaiano-SenhordoBonfim	SDRSBM/LC/12072017-IFBAIANO	2017-12-06 15:09:00	2017-12-06 15:31:00	00:22:00
4096652	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-06 14:11:00	2017-12-06 14:23:00	00:12:00
4096600	Causa indeterminada	WebFoco	IFBA-SantoAntoniodeJesus	SDRSAJ/LC/28112017	2017-12-06 10:43:00	2017-12-06 16:32:00	05:49:00
4096558	Causa indeterminada	Embratel	IFBaiano-TeixeiradeFreitas	SDRXYF/TAFOFDDPV0001	2017-12-06 05:40:00	2017-12-06 05:48:00	00:08:00
4096553	Operadora	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-06 05:09:00	2017-12-06 15:40:00	10:31:00
4096538	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-06 01:43:00	2017-12-06 03:45:00	02:02:00

4096536	Causa indeterminada	RedeVASF	IFBA-Juazeiro	RedeVASF	2017-12-06 01:37:00	2017-12-06 06:50:00	05:13:00
4096503	Causa indeterminada	Embratel	IFBA-Jequie	SDRXYFJEE0EWDPV0002	2017-12-05 21:22:00	2017-12-05 21:32:00	00:10:00
4096489	Causa indeterminada	Embratel	IFBaiano-TeixeiradeFreitas	SDRXYFTAF0FDDPV0001	2017-12-05 18:50:00	2017-12-05 19:15:00	00:25:00
4096482	Erro de cadastro	BRDigital	IFBA-Camacari	CAR54080616A	2017-12-05 18:00:00	2017-12-05 23:53:00	05:53:00
4096481	Operadora	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-05 17:59:00	2017-12-05 23:42:00	05:43:00
4096480	Operadora	BRDigital	IFBA-Camacari	CAR54080616A	2017-12-05 18:32:00	2017-12-06 18:06:00	23:34:00
4096478	Operadora	PDN Telecom	UNILAB-SaoFranciscodoConde	SDR-SFC-UNILAB-01	2017-12-05 17:59:00	2017-12-05 23:53:00	05:54:00
4096456	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-05 17:05:00	2017-12-05 17:20:00	00:15:00
4096402	Causa indeterminada	Telebrás	IFBaiano-GovernadorMangabeira	BAL2000014	2017-12-05 15:04:00	2017-12-05 15:18:00	00:14:00
4096375	Operadora	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-05 13:18:00	2017-12-05 23:46:00	10:28:00
4096313	Operadora	WebFoco	IFBaiano-SenhordoBonfim	SDRSBM/LC/12072017-IFBAIANO	2017-12-05 09:53:00	2017-12-05 12:07:00	02:14:00
4096307	Operadora	WebFoco	UNIVASF-SenhordoBonfim	SDRSBM/LC/12072017-UNIVASF	2017-12-05 09:51:00	2017-12-05 12:07:00	02:16:00
4096287	Cliente::Energia	Embratel	IFBaiano-TeixeiradeFreitas	SDRXYFTAF0FDDPV0001	2017-12-05 08:32:00	2017-12-05 11:25:00	02:53:00
4096230	Operadora	OI	IFBaiano-Urucuca	UUU 5010436	2017-12-04 22:00:00	2017-12-05 00:01:00	02:01:00
4096094	Operadora	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-02 17:41:00	2017-12-05 11:07:00	65:26:00
4096065	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-04 10:37:00	2017-12-11 16:53:00	174:16:00
4095941	Causa indeterminada	BRDigital	CHE079113A	UFRB - Casa da Moeda	2017-12-03 11:23:00	2017-12-03 11:27:00	00:04:00
4095872	Operadora	WebFoco	IFBA-Irece	SDRIIE/LC/13072017	2017-12-02 19:51:00	2017-12-03 09:50:00	13:59:00
4095871	Operadora	WebFoco	UNIVASF-SenhordoBonfim	SDRSBM/LC/12072017-UNIVASF	2017-12-02 19:32:00	2017-12-04 09:48:00	38:16:00
4095870	Operadora	WebFoco	IFBaiano-SenhordoBonfim	SDRSBM/LC/12072017-IFBAIANO	2017-12-02 19:32:00	2017-12-03 09:50:00	14:18:00
4095869	Causa indeterminada	BRDigital	UFRB-CasadaMoeda	CHE079113A	2017-12-02 19:31:00	2017-12-03 00:17:00	04:46:00
4095834	Instabilidade ou Intermittência	WebFoco	IFBA-Irece	SDRIIE/LC/13072017	2017-12-02 12:43:00	2017-12-02 13:12:00	00:29:00
4095833	Causa indeterminada	WebFoco	IFBA-Irece	SDRIIE/LC/13072017	2017-12-02 12:24:00	2017-12-02 12:36:00	00:12:00
4095825	Causa indeterminada	Telebrás	IFBA-PortoSeguro	BAL2000013	2017-12-02 11:32:00	2017-12-02 11:36:00	00:04:00
4095824	Causa indeterminada	WebFoco	UFOB-SantaMaria	SDRSMV/LC/18092017	2017-12-02 11:23:00	2017-12-02 11:28:00	00:05:00
4095737	Causa indeterminada	PDN Telecom	SDR-SEABRA-IFBA-06092017	IFBA - Seabra	2017-12-01 18:33:00	2017-12-04 21:06:00	74:33:00
4095731	Operadora	Embratel	IFBA-Jequie	SDRXYFJEE0EWDPV0002	2017-12-01 18:13:00	2017-12-01 18:43:00	00:30:00
4095687	Lentidão	Embratel	IFBA-Jequie	SDRXYFJEE0EWDPV0002	2017-12-01 16:31:00	2017-12-02 16:27:00	23:56:00
4095655	Operadora	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-01 13:43:00	2017-12-01 17:43:00	04:00:00
4095578	Causa indeterminada	PDN Telecom	IFBA-Seabra	SDR-SEABRA-IFBA-06092017	2017-12-01 09:58:00	2017-12-01 10:01:00	00:03:00
4095562	Causa indeterminada	BR27	IFBA-PauloAfonso	PALRNP01	2017-12-01 08:03:00	2017-12-01 08:06:00	00:03:00

Indisponibilidade causada pelas operadoras referente ao mês Dez/2017

Topo

Instituição	Chamado na Operadora	Qtd de Quedas	Operadora	Circuito	Tempo total de Indisponibilidade	Indisponibilidade
IFBA-PauloAfonso	32369 32580 32638 32830 32866 32986 33196 33478 33546	23	BR27	PALRNP01	389:33:00	52.359%
UFRB-FeiradeSantana	2017004518 2017005501	2	Telebrás	BAL2000016	126:08:00	16.953%
UFOB-SantaMariadaVitoria		1	WebFoco	SDRSMV/LC/18092017	123:22:00	16.582%
UNIVASF-PauloAfonso	0005330 05257 5199 5244 5341	10	WebFoco	SDRPAF/LC/15092017	119:33:00	16.069%
UFOB-Barreiras		1	BRDigital	BES081314A	117:02:00	15.730%
IFBA-Irece	0005156 0005221 0005248 5152 5247 5278 5336	12	WebFoco	12072017-UNIVASF	112:22:00	15.103%
UFRB-CasadaMoeda	291012017 293182017 304162017	4	BRDigital	CHE079113A	93:10:00	12.522%
SDR-SEABRA-IFBA-06092017		1	PDN Telecom	IFBA - Seabra	74:33:00	10.020%
UNIVASF-SenhordoBonfim	0005155 0005223 5173 5183 5277 5322 5334	8	WebFoco	SDRSBM/LC/12072017-UNIVASF	73:24:00	9.866%
IFBaiano-Valenca	2017005065 2017005477	2	Telebrás	BAL2000002	63:59:00	8.600%
UNILAB-SaoFranciscodoConde	05120088930472 14120088932156 15120088939932 26120088931420	6	PDN Telecom	SDR-SFC-UNILAB-01	58:45:00	7.897%
IFBA-Valenca	2017005064	1	Telebrás	BAL2000001	58:10:00	7.818%
UFRB-Cachoeira	000122018 290782017 299292017	4	BRDigital	CHE077313A	57:20:00	7.706%
Embrapa-CruzdadasAlmas	288342017 290992017 292012017 292052017 3041702017	5	BRDigital	CZM032915A	56:55:00	7.650%
IFBA-Seabra	05120088941081 07120088944641 22122017830 251220170842	23	PDN Telecom	SDR-SE ABRA-IFBA-06092017	56:04:00	7.536%
UFRB-CruzdadasAlmas	289102017 292042017	4	BRDigital	CZM077013A	40:16:00	5.412%
IFBaiano-Santalnes	718711294663	2	OI	SDR5590529	34:55:00	4.693%
IFBA-Camacari	286052017 291022017 292312017	5	BRDigital	CAR54080616A	34:21:00	4.617%
IFBA-Jequie	2017641170348 2017645957903 2017646495302	6	Embratel	SDRXYFJEE0EWDV*V0002	31:04:00	4.176%
IFBaiano-SenhordoBonfim	0005154 0005222 5174 5276 5323 5333	11	WebFoco	SDRSBM/LC/12072017-IFBAIANO	28:02:00	3.768%
UFRB-FeiradeSantana	2017004523	1	Telebrás	BAL2000016	27:05:00	3.640%
IFBA-SantoAmaro	288332017 305312017 306392017	4	BRDigital	SNA53192913A	25:13:00	3.389%
IFBaiano-TeixeiradeFreitas	2017641891506 2017642831293	7	Embratel	SDRXYFTAFOFDDPV0001	21:33:00	2.897%
UFOB-BomJesusdaLapa	1712713 201712/2518-40918 2017121006504	8	Acesso Net	ACE-BOM-SSA-6732	20:08:00	2.706%
IFBaiano-Catu	0005230 05209	2	WebFoco	SDRCAU/LC/11072017	16:12:00	2.177%
IFBaiano-Itapetinga	718711325826	2	OI	ING5017703	15:54:00	2.137%
IFBaiano-Alagoinhas	5193 5206	2	WebFoco	SDRALH/LC/21112017	15:22:00	2.065%
IFBA-SantoAntoniodeJesus	0005182 0005224 0005235 5335	7	WebFoco	SDRSAJ/LC/28112017	13:51:00	1.862%
UFRB-CasadaMoeda	292982017	1	BRDigital	CHE077313A	09:37:00	1.293%
IFBaiano-Urucuca	16307132 73873129071 73873181021 / 73873181049 73873190468	4	OI	UUU 5010435	07:00:00	0.941%
IFBA-FeiradeSantana	2017004625 2017005082 2017005510	3	Telebrás	BAL2000007	06:31:00	0.876%
UFRB-Cachoeira	292052017	1	BRDigital	CHE077313A	06:30:00	0.874%
UFRB-CruzdadasAlmas	305452017	1	BRDigital	CZM032915A	05:58:00	0.802%
IFBA-PortoSeguro	2017004824 2017004831 2017005152 2017005318 2017005389	6	Telebrás	BAL2000013	04:46:00	0.641%
CNEN-Caetite	718711233685	6	OI	CTT5011696	02:23:00	0.320%
IFBA-Jequie	2017646495302	1	Embratel	SDRXYFJEE0EWDV*V0002	01:35:00	0.213%
UFRB-SantoAntoniodeJesus		2	PDN Telecom	SDRSAJ-UFRB-03092015	01:27:00	0.195%
IFBA-Eunapolis	2017005390	2	Telebrás	BAL2000006	01:25:00	0.190%
UFOB-SantaMaria	5285	4	WebFoco	SDRSMV/LC/18092017	01:19:00	0.177%
IFBaiano-Guanambi		5	USE Telecom	273667	00:58:00	0.130%
IFBA-SantoAntoniodeJesus	0005235	1	WebFoco	SNJRNP01 / SDRSAJ/LC/28112017	00:41:00	0.092%
IFBaiano-GovernadorMangabeira		2	Telebrás	BAL2000014	00:17:00	0.038%
UFOB-LuisEduardoMagalhaes		1	BRDigital	LEM081214A	00:13:00	0.029%
IFBA-Barreiras		1	BRDigital	BES081114A	00:12:00	0.027%
UFOB-Barreiras		1	BRDigital	BES081314A	00:10:00	0.022%
UFRB-SantoAmaro	289212017	1	BRDigital	SNA001184317A	00:06:00	0.013%
CHE079113A		1	BRDigital	UFRB - Casa da Moeda	00:04:00	0.009%

Observações