



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

Jul/2017

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.

Os dados deste relatório são provindos dos tickets abertos em nossa ferramenta de acompanhamento de chamados 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 problemas de circuito que excedem 10 minutos de indisponibilidade 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 **Indisponibilidades por tipo de falha**, **Relatório de chamados abertos** e **Indisponibilidades causadas 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.

**Disponibilidade** Indica a porcentagem de tempo em que o circuito se manteve em funcionamento ao longo do mês. Caso o valor de Disponibilidade seja menor do que o valor do SLA para o circuito, a caixa muda da cor verde para a cor vermelha.

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

**Minutos indisponíveis** Tempo total de indisponibilidade do circuito.

**Minutos excedidos** Tempo de indisponibilidade que excedeu o SLA.

# Indisponibilidade por tipo de falha referente ao mês de Jul/2017 (clientes primários)

Topo

Cliente	Designação do circuito	Horas indisponíveis - tipo de falha										total		
		elétrica	operadora	roteador	prog-pop	prog-operadora	prog-cliente	prog-daero	staff-pop	staff-cliente	desconhecido			
CNEN-DICAE	CTT5011696	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	00:00:00	00:40:00	00:40:00
Embrapa-CNPMPF	CZM032915A	00:00:00	01:17:00	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	02:06:00	03:23:00
IFBA-Barreiras	BES081114A	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	00:00:00	01:29:00	01:29:00
IFBA-Camacari	CAR54080616A	03:58:00	01:25:00	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	05:23:00
IFBA-Eunapolis	BAL2000006	00:32:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:43:00	00:00:00	00:00:00	02:00:00	05:15:00
IFBA-FeiraSantana	BAL2000007	00:31:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:44:00	00:00:00	00:00:00	02:00:00	05:15:00
IFBA-Irece	IERENP01IFBA	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	00:00:00	01:49:00	02:01:00
	SDRIEE/LC/13072017	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	00:00:00	01:42:00	01:42:00
IFBA-Juazeiro	PW-BA-PE	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	00:00:00	12:40:00	12:40:00
IFBA-PauloAfonso	PALRNP01	19:45:00	32:04:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	63:07:00	114:56:00
IFBA-PortoSeguro	BAL2000013	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:46:00	00:00:00	00:00:00	02:00:00	04:46:00
IFBA-SantoAmaro	SNA53192913A	05:43:00	01:25:00	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	07:08:00
IFBA-StoAntonioJesus	SNJRNPO1	00:38:00	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	00:00:00	00:38:00
IFBA-Valenca	BAL2000001	00:00:00	29:27:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:49:00	00:00:00	00:00:00	02:00:00	34:16:00
IFBA-VitConquista	SDRXYFVCARNPDP*V0001	30:26:00	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	00:00:00	30:26:00
	SDRCAU/LC/11072017	21:36:00	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	01:48:00	23:24:00
IFBaiano-Catu	SDRXYFCAU0DYDP*V0002	10:50:00	00:46:00	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	11:36:00
IFBaiano-GovMangabeira	BAL2000014	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:47:00	00:00:00	00:00:00	02:00:00	04:47:00
IFBaiano-Guanambi	273667	02:09:00	01:45:00	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	02:25:00	06:19:00
IFBaiano-SrBonfim	SBM5016213	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	00:00:00	18:14:00	18:14:00
	SDRSBM/LC/12072017	00:00:00	00:07:00	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	09:03:00	09:10:00
IFBaiano-StaInes	SDR 5590523	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	00:00:00	04:55:49	04:55:49
	SDR 5590529	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	00:00:00	04:56:00	04:56:00
IFBaiano-TeixeiraFreitas	SDRXYFTA0FDDP*V0001	69:32:00	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	00:00:00	69:32:00
IFBaiano-Urucuca	UUU 5010435	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	00:00:00	10:31:00	10:31:00
	UUU 5010436	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	00:00:00	10:31:00	10:31:00
IFBaiano-Valenca	BAL2000002	00:00:00	29:30:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:48:00	00:00:00	00:00:00	02:00:00	34:18:00
UFBA-VitConquista	SDRXYFVCA0GWD*V0001	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	00:23:00	00:00:00	00:00:00	00:23:00
UFOB-Barreiras	BES081314A	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	00:00:00	01:29:00	01:29:00
UFOB-BomJesusLapa	ACE-BOM-SSA-6732	03:36:00	46:32:00	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	03:40:00	53:48:00
UFOB-LuizEduardoMagalhaes	LEM081214A	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	00:00:00	03:54:00	03:54:00
UFRB-Cachoeira	CHE077313A	02:22:00	01:25:00	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	03:47:00
UFRB-CasaMoeda	CHE079113A	02:25:00	01:25:00	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	02:10:00	06:00:00
UFRB-CruzAlmas	CZM077013A	00:00:00	01:25:00	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	01:25:00
UFRB-FeiraSantana	BAL2000016	00:00:00	28:35:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:50:00	00:00:00	00:00:00	01:16:00	32:41:00
UFRB-SantoAmaro	SAMRNP01	02:48:00	12:49:00	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	21:48:00	50:22:00
UFRB-StoAntonioJesus	SDRSJ UFRB/03092015	14:39:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	17:27:00	33:00:00
UFSB-PortoSeguro	PGU0F5SDR3FDDP*V0001	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	00:00:00	03:37:00	11:03:00
UFSB-TeixeiraFreitas	SDRXYFTA0EYDP*V0005	00:00:00	27:05:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:46:00	27:51:00
UNILAB-SaoFranciscoConde	SFCRNP01	00:00:00	07:27:00	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	09:16:00	16:43:00
UNIVASF-PauloAfonso	PALRNP02	19:43:00	31:59:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	66:06:00	117:48:00
UNIVASF-SrBomfim	SDRSBM/LC/12072017	00:00:00	61:29:00	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	07:07:00	68:36:00

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

Topo

Cliente	Designação do circuito	Data/Hora da queda	Data/Hora da normalização	Tempo Indis	Tiquete no PoP	Chamado na operadora
CNEN-DICAE	CTT5011696	2017.07.15, 00:57	2017.07.15, 01:37	00:40:00	20046	—
Embrapa-CNPMF	CZM032915A	2017.07.01, 15:06	2017.07.01, 17:12	02:06:00	19899	—
Embrapa-CNPMF	CZM032915A	2017.07.16, 07:37	2017.07.16, 10:22	01:17:00	20058	161712017
IFBA-Barreiras	BES081114A	2017.06.01, 15:43	2017.06.01, 17:12	01:29:00	19901	—
IFBA-Camacari	CAR54080616A	2017.07.03, 12:13	2017.07.03, 14:14	02:01:00	19913	—
IFBA-Camacari	CAR54080616A	2017.07.03, 12:15	2017.07.03, 14:12	01:57:00	19918	—
IFBA-Camacari	CAR54080616A	2017.07.16, 07:37	2017.07.16, 10:30	01:25:00	20057	161712017
IFBA-Eunapolis	BAL2000006	2017.07.08, 00:55	2017.07.08, 02:55	02:00:00	19986	—
IFBA-Eunapolis	BAL2000006	2017.07.10, 08:17	2017.07.10, 11:40	02:43:00	19992	20170005578
IFBA-Eunapolis	BAL2000006	2017.07.22, 08:28	2017.07.22, 09:00	00:32:00	20121	—
IFBA-FeiraSantana	BAL2000007	2017.07.01, 15:57	2017.07.01, 16:28	00:31:00	19900	—
IFBA-FeiraSantana	BAL2000007	2017.07.08, 00:55	2017.07.08, 02:55	02:00:00	19985	—
IFBA-FeiraSantana	BAL2000007	2017.07.10, 08:17	2017.07.10, 11:40	02:44:00	19993	20170005577
IFBA-Irece	IRERNP01IFBA	2017.07.05, 20:09	2017.07.05, 21:58	01:49:00	19950	—
IFBA-Irece	IRERNP01IFBA	2017.07.14, 19:39	2017.07.14, 19:51	00:12:00	20045	—
IFBA-Irece	SDRIEE/LC/13072017	2017.07.30, 14:53	2017.07.30, 16:35	01:42:00	20201	—
IFBA-Juazeiro	PW-BA-PE	2017.07.06, 12:16	2017.07.06, 14:50	02:34:00	19955	—
IFBA-Juazeiro	PW-BA-PE	2017.07.25, 18:29	2017.07.26, 04:35	10:06:00	20165	—
IFBA-PauloAfonso	PALRNP01	2017.07.03, 00:09	2017.07.03, 11:16	11:07:00	19907	—
IFBA-PauloAfonso	PALRNP01	2017.07.04, 09:40	2017.07.05, 15:55	25:59:00	19937	25782
IFBA-PauloAfonso	PALRNP01	2017.07.06, 16:15	2017.07.06, 20:40	04:05:00	19962	25978
IFBA-PauloAfonso	PALRNP01	2017.07.08, 20:48	2017.07.09, 09:02	12:14:00	19990	—
IFBA-PauloAfonso	PALRNP01	2017.07.11, 12:01	2017.07.11, 17:39	04:33:00	20008	26331
IFBA-PauloAfonso	PALRNP01	2017.07.13, 09:22	2017.07.13, 10:12	00:50:00	20027	—
IFBA-PauloAfonso	PALRNP01	2017.07.15, 08:39	2017.07.16, 07:57	23:18:00	20049	—
IFBA-PauloAfonso	PALRNP01	2017.07.20, 07:53	2017.07.20, 07:53	00:00:00	20103	—
IFBA-PauloAfonso	PALRNP01	2017.07.22, 10:27	2017.07.22, 14:50	04:23:00	20125	—
IFBA-PauloAfonso	PALRNP01	2017.07.24, 09:49	2017.07.24, 14:32	03:43:00	20138	26987
IFBA-PauloAfonso	PALRNP01	2017.07.25, 14:21	2017.07.25, 16:46	01:32:00	20162	27059
IFBA-PauloAfonso	PALRNP01	2017.07.28, 10:21	2017.07.29, 09:33	23:12:00	20190	—
IFBA-PortoSeguro	BAL2000013	2017.07.08, 00:55	2017.07.08, 02:55	02:00:00	19984	—
IFBA-PortoSeguro	BAL2000013	2017.07.10, 08:17	2017.07.10, 11:40	02:46:00	19994	20170005576
IFBA-SantoAmaro	SNA53192913A	2017.07.16, 07:37	2017.07.16, 10:30	01:25:00	20056	161712017
IFBA-SantoAmaro	SNA53192913A	2017.07.23, 11:40	2017.07.23, 16:32	04:52:00	20131	—
IFBA-SantoAmaro	SNA53192913A	2017.07.28, 20:48	2017.07.28, 21:39	00:51:00	20200	—
IFBA-StoAntonioJesus	SNJRN01	2017.07.05, 18:36	2017.07.06, 11:37	00:38:00	19949	25968
IFBA-Valenca	BAL2000001	2017.07.08, 00:55	2017.07.08, 02:55	02:00:00	19981	—
IFBA-Valenca	BAL2000001	2017.07.10, 08:17	2017.07.10, 11:40	02:49:00	19997	20170005572
IFBA-Valenca	BAL2000001	2017.07.25, 09:15	2017.07.26, 15:08	29:27:00	20155	20170005981
IFBA-VitConquista	SDRXYFVCARNPDP*V0001	2017.07.08, 12:09	2017.07.09, 18:35	30:26:00	19987	—
IFBaiano-Catu	SDRXYFCAU0DYDP*V0002	2017.07.03, 17:43	2017.07.04, 03:56	10:13:00	19930	—
IFBaiano-Catu	SDRXYFCAU0DYDP*V0002	2017.07.16, 18:35	2017.07.16, 19:12	00:37:00	20059	—
IFBaiano-Catu	SDRXYFCAU0DYDP*V0002	2017.07.17, 11:13	2017.07.17, 13:00	00:46:00	20066	2017614049985
IFBaiano-Catu	SDRCAU/LC/11072017	2017.07.23, 09:19	2017.07.24, 06:55	21:36:00	20130	—
IFBaiano-Catu	SDRCAU/LC/11072017	2017.07.24, 16:56	2017.07.24, 17:11	00:15:00	20146	—
IFBaiano-Catu	SDRCAU/LC/11072017	2017.07.30, 14:53	2017.07.30, 16:26	01:33:00	20208	—
IFBaiano-GovMangabeira	BAL2000014	2017.07.08, 00:55	2017.07.08, 02:55	02:00:00	19983	—
IFBaiano-GovMangabeira	BAL2000014	2017.07.10, 08:17	2017.07.10, 11:40	02:47:00	19995	20170005574
IFBaiano-Guanambi	273667	2017.07.03, 13:03	2017.07.03, 15:12	02:09:00	19914	—
IFBaiano-Guanambi	273667	2017.07.04, 07:23	2017.07.04, 08:20	00:57:00	19932	—
IFBaiano-Guanambi	273667	2017.07.10, 10:56	2017.07.11, 12:15	00:41:00	20006	17061129
IFBaiano-Guanambi	273667	2017.07.21, 15:27	2017.07.21, 16:55	01:28:00	20114	—
IFBaiano-Guanambi	273667	2017.07.28, 13:14	2017.07.28, 14:56	01:04:00	20193	17071866
IFBaiano-SrBonfim	SBM5016213	2017.07.01, 04:03	2017.07.01, 04:29	00:26:00	19894	—
IFBaiano-SrBonfim	SBM5016213	2017.07.04, 03:24	2017.07.04, 03:46	00:22:00	19931	—

IFBaiano-SrBonfim	SBM5016213	2017.06.19, 05:20	2017.06.19, 05:51	00:31:00	19961	—
IFBaiano-SrBonfim	SBM5016213	2017.07.08, 15:13	2017.07.08, 16:00	00:47:00	19988	—
IFBaiano-SrBonfim	SBM5016213	2017.07.15, 09:06	2017.07.15, 23:42	14:36:00	20050	—
IFBaiano-SrBonfim	SBM5016213	2017.07.16, 05:29	2017.07.16, 07:01	01:32:00	20052	—
IFBaiano-SrBonfim	SDRSB/LC/12072017	2017.07.20, 17:38	2017.07.21, 09:15	00:07:00	20111	0001613
IFBaiano-SrBonfim	SDRSB/LC/12072017	2017.07.23, 00:02	2017.07.23, 02:10	02:08:00	20129	—
IFBaiano-SrBonfim	SDRSB/LC/12072017	2017.07.30, 09:39	2017.07.30, 16:34	06:55:00	20205	—
IFBaiano-Stalnes	SDR 5590529	2017.07.22, 01:50	2017.07.22, 06:46	04:56:00	20117	—
IFBaiano-Stalnes	SDR 5590523	2017.07.22 01:50:11	2017.07.22, 06:46	04:55:49	20118	—
IFBaiano-TeixeiraFreitas	SDRXYFTAFOFDDP*V0001	2017.07.25, 16:57	2017.07.26, 10:15	17:18:00	20164	—
IFBaiano-TeixeiraFreitas	SDRXYFTAFOFDDP*V0001	2017.07.27, 13:56	2017.07.29, 15:41	49:21:00	20180	2017615727669
IFBaiano-TeixeiraFreitas	SDRXYFTAFOFDDP*V0001	2017, 07 29 12:48	2017, 07 29 15:41	02:53:00	20204	—
IFBaiano-Urucuca	UUU 5010436	2017.07.11, 21:11	2017.07.12, 01:26	04:15:00	20016	—
IFBaiano-Urucuca	UUU 5010435	2017.07.11, 21:11	2017.07.12, 01:26	04:15:00	20017	—
IFBaiano-Urucuca	UUU 5010435	2017.07.22, 08:16	2017.07.22, 14:32	06:16:00	20119	—
IFBaiano-Urucuca	UUU 5010436	2017.07.22, 08:16	2017.07.22, 14:32	06:16:00	20120	—
IFBaiano-Valenca	BAL2000002	2017.07.08, 00:55	2017.07.08, 02:55	02:00:00	19982	—
IFBaiano-Valenca	BAL2000002	2017.07.10, 08:17	2017.07.10, 11:40	02:48:00	19996	20170005573
IFBaiano-Valenca	BAL2000002	2017.07.25, 09:15	2017.07.26, 15:08	29:30:00	20154	20170005982
UFBA-VitConquista	SDRXYFVCAOGWDP*V0001	2017.07.06, 12:37	2017.07.06, 13:00	00:23:00	19956	—
UFOB-Barreiras	BES081314A	2017.07.01, 15:43	2017.07.01, 17:12	01:29:00	19902	—
UFOB-BomJesusLapa	ACE-BOM-SSA-6732	2017.07.02, 04:02	2017.07.02, 07:25	03:23:00	19904	—
UFOB-BomJesusLapa	ACE-BOM-SSA-6732	2017.07.04, 10:58	2017.07.04, 11:11	00:13:00	19939	—
UFOB-BomJesusLapa	ACE-BOM-SSA-6732	2017.07.07, 22:49	2017.07.08, 00:09	01:20:00	19978	—
UFOB-BomJesusLapa	ACE-BOM-SSA-6732	2017.07.07, 16:01	2017.07.13, 09:20	46:32:00	20004	17496
UFOB-BomJesusLapa	ACE-BOM-SSA-6732	2017.07.25, 15:06	2017.07.25, 15:27	00:21:00	20163	—
UFOB-BomJesusLapa	ACE-BOM-SSA-6732	2017.07.30, 14:32	2017.07.30, 16:31	01:59:00	20207	—
UFOB-LuizEduardoMagalhaes	LEM081214A	2017.07.01, 15:43	2017.07.01, 17:12	01:29:00	19903	—
UFOB-LuizEduardoMagalhaes	LEM081214A	2017.07.29, 11:52	2017.07.29, 14:17	02:25:00	20203	—
UFRB-Cachoeira	CHE077313A	2017.07.13, 12:23	2017.07.13, 14:45	02:22:00	20029	—
UFRB-Cachoeira	CHE077313A	2017.07.16, 07:36	2017.07.16, 10:30	01:25:00	20053	161712017
UFRB-CasaMoeda	CHE079113A	2017.07.16, 07:36	2017.07.16, 10:30	01:25:00	20054	161712017
UFRB-CasaMoeda	CHE079113A	2017.07.19, 13:01	2017.07.19, 14:29	01:28:00	20094	—
UFRB-CasaMoeda	CHE079113A	2017.07.23, 00:02	2017.07.23, 02:12	02:10:00	20127	—
UFRB-CasaMoeda	CHE079113A	2017.07.25, 08:49	2017.07.25, 09:46	00:57:00	20153	—
UFRB-CruzAlmas	CZM077013A	2017.07.16, 07:36	2017.07.16, 10:30	01:25:00	20055	161712017
UFRB-FeiraSantana	BAL2000016	2017.07.08, 00:55	2017.07.08, 02:55	01:16:00	19980	20170005539
UFRB-FeiraSantana	BAL2000016	2017.07.10, 08:17	2017.07.10, 11:40	02:50:00	19998	20170005571
UFRB-FeiraSantana	BAL2000016	2017.07.11, 18:46	2017.07.13, 13:20	28:35:00	20014	20170005650
UFRB-SantoAmaro	SAMRNP01	2017.07.01, 08:57	2017.07.01, 10:38	01:41:00	19897	—
UFRB-SantoAmaro	SAMRNP01	2017.07.04, 12:49	2017.07.04, 15:03	01:07:00	19940	25780
UFRB-SantoAmaro	SAMRNP01	2017.07.05, 10:58	2017.07.05, 11:17	00:19:00	19942	—
UFRB-SantoAmaro	SAMRNP01	2017.07.06, 08:17	2017.07.06, 13:35	05:18:00	19957	—
UFRB-SantoAmaro	SAMRNP01	2017.07.07, 08:21	2017.07.07, 14:11	05:30:00	19965	26025
UFRB-SantoAmaro	SAMRNP01	2017.07.09, 11:26	2017.07.09, 13:21	01:55:00	19991	—
UFRB-SantoAmaro	SAMRNP01	2017.07.10, 12:09	2017.07.10, 15:20	01:10:00	20000	26272
UFRB-SantoAmaro	SAMRNP01	2017.07.11, 07:54	2017.07.11, 16:13	01:38:00	20003	26318
UFRB-SantoAmaro	SAMRNP01	2017.07.15, 14:16	2017.07.15, 17:56	03:40:00	20051	—
UFRB-SantoAmaro	SAMRNP01	2017.07.17, 15:19	2017.07.17, 16:20	01:01:00	20074	—
UFRB-SantoAmaro	SAMRNP01	2017.07.18, 09:27	2017.07.18, 15:25	05:58:00	20080	—
UFRB-SantoAmaro	SAMRNP01	2017.07.19, 08:41	2017.07.19, 17:26	07:31:00	20090	26727
UFRB-SantoAmaro	SAMRNP01	2017.07.20, 09:04	2017.07.20, 09:30	00:26:00	20106	—
UFRB-SantoAmaro	SAMRNP01	2017.07.10, 11:32	2017.07.10, 15:26	03:54:00	20108	—
UFRB-SantoAmaro	SAMRNP01	2017.07.22, 10:02	2017.07.22, 19:16	09:14:00	20122	—
UFRB-StoAntonioJesus	SDRSAJ UFRB/03092015	2017.07.02, 10:58	2017.07.02, 11:52	00:54:00	19905	—
UFRB-StoAntonioJesus	SDRSAJ UFRB/03092015	2017.07.03, 17:21	2017.07.04, 08:00	14:39:00	19927	—
UFRB-StoAntonioJesus	SDRSAJ UFRB/03092015	2017.07.07, 22:48	2017.07.07, 23:38	00:50:00	19979	—
UFRB-StoAntonioJesus	SDRSAJ UFRB/03092015	2017.07.11, 19:35	2017.07.12, 02:14	06:39:00	20015	—
UFRB-StoAntonioJesus	SDRSAJ UFRB/03092015	2017.07.12, 09:29	2017.07.12, 10:47	01:18:00	20020	—
UFRB-StoAntonioJesus	SDRSAJ UFRB/03092015	2017.07.13, 20:45	2017.07.14, 05:25	08:40:00	20034	—
UFSB-PortoSeguro	PGU0F5SDR3FDDP*V0001	2017.07.01, 09:04	2017.07.01, 12:41	03:37:00	19898	—
UFSB-PortoSeguro	PGU0F5SDR3FDDP*V0001	2017.07.06, 09:16	2017.07.06, 16:42	07:26:00	19951	—
UFSB-TeixeiraFreitas	SDRXYFTAFOEYDP*V0005	2017.07.27, 10:52	2017.07.28, 17:17	27:05:00	20178	2017615689647

UFSB-TeixeiraFreitas	SDRXYFTAF0EYDP*V0005	2017.07.28, 16:14	2017.07.28, 17:00	00:46:00	20197	—
UNILAB-SaoFranciscoConde	SFCRNP01	2017.07.19, 09:09	2017.07.19, 17:26	07:27:00	20091	26728
UNILAB-SaoFranciscoConde	SFCRNP01	2017.07.22, 10:02	2017.07.22, 19:18	09:16:00	20123	—
UNIVASF-PauloAfonso	PALRNP02	2017.07.03, 00:09	2017.07.03, 11:16	11:07:00	19906	—
UNIVASF-PauloAfonso	PALRNP02	2017.07.04, 09:40	2017.07.05, 15:55	25:59:00	19936	25783
UNIVASF-PauloAfonso	PALRNP02	2017.07.06, 16:15	2017.07.06, 20:40	04:05:00	19963	25977
UNIVASF-PauloAfonso	PALRNP02	2017.07.08, 20:48	2017.07.09, 09:03	12:15:00	19989	—
UNIVASF-PauloAfonso	PALRNP02	2017.07.11, 12:01	2017.07.11, 17:39	04:33:00	20009	26332
UNIVASF-PauloAfonso	PALRNP02	2017.07.13, 09:23	2017.07.13, 10:12	00:49:00	20028	—
UNIVASF-PauloAfonso	PALRNP02	2017.07.15, 08:39	2017.07.16, 07:58	23:19:00	20048	—
UNIVASF-PauloAfonso	PALRNP02	2017.07.20, 07:53	2017.07.20, 07:53	00:00:00	20102	—
UNIVASF-PauloAfonso	PALRNP02	2017.07.22, 10:28	2017.07.22, 14:50	04:22:00	20124	—
UNIVASF-PauloAfonso	PALRNP02	2017.07.23, 13:05	2017.07.23, 16:03	02:58:00	20132	—
UNIVASF-PauloAfonso	PALRNP02	2017.07.24, 09:49	2017.07.24, 14:32	03:42:00	20137	26988
UNIVASF-PauloAfonso	PALRNP02	2017.07.25, 14:21	2017.07.25, 16:47	01:27:00	20161	27060
UNIVASF-PauloAfonso	PALRNP02	2017.07.28, 10:22	2017.07.29, 09:34	23:12:00	20189	—
UNIVASF-SrBomfim	SDRSBM/LC/12072017	2017.07.20, 17:38	2017.07.21, 09:15	00:07:00	20110	0001612
UNIVASF-SrBomfim	SDRSBM/LC/12072017	2017.07.23, 02:00	2017.07.23, 02:12	00:12:00	20128	—
UNIVASF-SrBomfim	SDRSBM/LC/12072017	2017.07.24, 12:52	2017.07.26, 14:50	47:22:00	20143	1627
UNIVASF-SrBomfim	SDRSBM/LC/12072017	2017.07.26, 18:34	2017.07.27, 08:34	14:00:00	20175	—
UNIVASF-SrBomfim	SDRSBM/LC/12072017	2017.07.30, 09:39	2017.07.30, 16:34	06:55:00	20206	—

## Indisponibilidade causada pelas operadoras referente ao mês Jul/2017

Topo

Cliente	Designação do circuito	Minutos indisponíveis	Disponibilidade	Minutos excedido	Núm. de paradas	Chamado na Operadora
CNEN-DICAE	CTF5011696	0	100.00%	0	1	
Embrapa-CNPMPF	CZM032915A	77	99.83%	0	2	161712017
IFBA-Barreiras	BES081114A	0	100.00%	0	1	
IFBA-Camacari	CAR54080616A	85	99.81%	0	3	161712017
IFBA-Eunapolis	BAL2000006	0	100.00%	0	3	20170005578
IFBA-FeiraSantana	BAL2000007	0	100.00%	0	3	20170005577
IFBA-Irece	IRERNP01IFBA	0	100.00%	0	2	
	SDRIEE/LC/13072017	0	100.00%	0	1	
IFBA-Juazeiro	PW-BA-PE	0	100.00%	0	2	
IFBA-PauloAfonso	PALRNP01	1924	95.69%	1745	12	25782 25978 26331 26987 27059
IFBA-PortoSeguro	BAL2000013	0	100.00%	0	2	20170005576
IFBA-SantoAmaro	SNA53192913A	85	99.81%	0	3	161712017
IFBA-StoAntonioJesus	SNJRN01	0	100.00%	0	1	25968
IFBA-Valenca	BAL2000001	1767	96.04%	1588	3	20170005572 20170005981
IFBA-VitConquista	SDRXYFVCARNPDP*V0001	0	100.00%	0	1	

IFBaiano-Catu	SDRCAU/LC/11072017	0	100.00%	0	3	2017614049985
	SDRXYFCAU0DYDP*V0002	46	99.90%	0	3	
IFBaiano-GovMangabeira	BAL2000014	0	100.00%	0	2	20170005574
IFBaiano-Guanambi	273667	105	99.76%	0	5	17061129 17071866
IFBaiano-SrBonfim	SBM5016213	0	100.00%	0	6	0001613
	SDRSBM/LC/12072017	7	99.98%	0	3	
IFBaiano-StaInes	SDR 5590523	0	100.00%	0	1	
	SDR 5590529	0	100.00%	0	1	
IFBaiano-TeixeiraFreitas	SDRXYFTA0FDDP*V0001	0	100.00%	0	3	2017615727669
IFBaiano-Urucuca	UUU 5010435	0	100.00%	0	2	
	UUU 5010436	0	100.00%	0	2	
IFBaiano-Valenca	BAL2000002	1770	96.03%	1591	3	20170005573 20170005982
UFBA-VitConquista	SDRXYFVCA0GWDV*V0001	0	100.00%	0	1	
UFOB-Barreiras	BES081314A	0	100.00%	0	1	
UFOB-BomJesusLapa	ACE-BOM-SSA-6732	2792	93.75%	2613	6	17496
UFOB-LuizEduardoMagalhaes	LEM081214A	0	100.00%	0	2	
UFRB-Cachoeira	CHE077313A	85	99.81%	0	2	161712017
UFRB-CasaMoeda	CHE079113A	85	99.81%	0	4	161712017
UFRB-CruzAlmas	CZM077013A	85	99.81%	0	1	161712017
UFRB-FeiraSantana	BAL2000016	1715	96.16%	1536	3	20170005539 20170005571 20170005650
UFRB-SantoAmaro	SAMRNP01	769	98.28%	590	15	25780 26025 26272 26318 26727
UFRB-StoAntonioJesus	SDRSAJ UFRB/03092015	0	100.00%	0	6	
UFSB-PortoSeguro	PGU0F5SDR3FDDP*V0001	0	100.00%	0	2	
UFSB-TeixeiraFreitas	SDRXYFTA0EYDP*V0005	1625	96.36%	1446	2	2017615689647
UNILAB-SaoFranciscoConde	SFCRNP01	447	99.00%	268	2	26728
UNIVASF-PauloAfonso	PALRNP02	1919	95.70%	1740	13	25783 25977 26332 26988 27060
UNIVASF-SrBomfim	SDRSBM/LC/12072017	3689	91.74%	3510	5	0001612 1627



## Observações

Houve, no dia 10/07, um incidente com esmagamento de cordão fibra no rack onde estão hospedados equipamentos da Telebras ocasionando interrupção dos circuitos de clientes desta operadora. Como o incidente foi no datacenter da instituição abrigo, a responsabilidade do mesmo ficou a cargo da equipe do PoP-BA/RNP. Total de indisponibilidade: 02:50:00.