



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

Mai/2015

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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.

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 Mai/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	01:05:00	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	01:05:00
	CTT 5011567	00:00:00	21:17:00	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	21:17:00
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	82:30:00
	BES RNP SDR RNP DPDV 0005	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	09:14:00
IFBA-Camacari	BAL2000004	00:00:00	03:13:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	57:51:00
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	00:00:00	10:05:00
IFBA-Eunapolis	BAL2000006	00:00:00	03:10:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	48:15:00
IFBA-FeiraSantana	BAL2000007	00:00:00	03:10:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:14:00
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	00:00:00	04:43:00
IFBA-Jequie	JEE 5026329	01:13:00	144:17:00	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	145:30:00
	JEE 5026330	01:23:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:23:00
IFBA-PortoSeguro	BAL2000013	00:00:00	03:05:00	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	00:36:00
IFBA-SantoAmaro	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	00:00:00	02:16:00
IFBA-SimoesFilho	MTR-RNP-59	00:30:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	28:32:00
IFBA-Valenca	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	00:00:00	02:56:00
	VEC078313A	00:00:00	05:47:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	87:55:00
IFBA-VitConquista	VCA RNP SDR RNP DPDV 0002	00:00:00	08:39:00	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	16:40:00
	VCA RNP 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	00:00:00	16:40:00
	VCA VA SDR RNP DPDV 0002	00:00:00	77:05:00	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	77:05:00
	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	00:00:00	00:43:00
IFBaiano-GovernadorMangabeira	BAL2000014	00:00:00	51:08:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	51:08:00
IFBaiano-Itapetinga	ING5017703	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	46:56:00
IFBaiano-Stalnes	SDR 5590523	02:33:00	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	00:00:00	02:33:00
	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	02:33:00
IFBaiano-TeixeiraFreitas	TAF5027934	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:00:00
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	02:18:00
	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	02:18:00
IFBaiano-Valenca	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	00:00:00	03:50:00
	SDR 5539663	00:00:00	64:31:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	108:34:00
UFBA-VitConquista	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	00:00:00	70:41:00
	VCA 5052892	00:00:00	22:24:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:39:00
	VCA 5056311	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:23:00
UFOB-Barreiras	BES078813A	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	03:23:00
UFRB-Amargosa	TU-RNP-AMA01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	07:17:00
UFRB-Cachoeira	CHE077313A	00:00:00	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	00:00:00	29:32:00
UFRB-CasaMoeda	CHE079113A	07:59:00	57:22:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:29:00
UFRB-CruzAlmas	BAL2000017	63:44:00	04:01:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:32:00
	CZM077013A	29:03:00	64:28:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	14:50:00
UFRB-FeiraSantana	BAL2000016	00:00:00	247:40:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	19:34:00
UFRB-SantoAmaro	SAMRNP01	05:46:00	314:52:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	04:29:00
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	00:00:00	166:30:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	16:42:00
	SNJ V5Z SDR RNP DPDV 0002	00:00:00	96:04:00	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	09:35:00
UNIVASF-SrBomfim	SBM 5014121	00:56:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:26:00
	SBM 5014122	00:57:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:26:00

Relatório de chamados abertos no mês de Mai/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	2015.05.03, 18:52	2015.05.05, 09:54	01:05:00	13306	13810272
CNEN-Caetite	CTT 5011567	2015.05.27, 12:54	2015.05.27, 19:17	16:44:00	13531	13863109
CNEN-Caetite	CTT 5011567	2015.05.29, 13:29	2015.05.29, 15:46	04:33:00	13553	13869571
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2015.05.09, 09:56	2015.05.09, 15:06	05:10:00	13372	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.05.12, 14:30	2015.05.12, 17:04	02:34:00	13394	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2015.05.14, 13:19	2015.05.15, 10:56	70:58:00	13405	2015410902557
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.05.14, 14:57	2015.05.14, 15:15	00:18:00	13407	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2015.05.27, 12:54	2015.05.27, 19:16	06:22:00	13529	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.05.27, 12:54	2015.05.27, 19:16	06:22:00	13530	—
IFBA-Camacari	BAL2000004	2015.05.20, 11:53	2015.05.20, 13:25	03:13:00	13447	20150003234
IFBA-Camacari	BAL2000004	2015.05.22, 21:52	2015.05.25, 07:42	57:50:00	13468	—
IFBA-Camacari	BAL2000004	2015.05.26, 07:55	2015.05.26, 07:56	00:01:00	13490	—
IFBA-DiasDavila	DSA078513A	2015.05.06, 14:56	2015.05.06, 15:42	00:46:00	13335	—
IFBA-DiasDavila	DSA078513A	2015.05.29, 11:36	2015.05.29, 20:55	09:19:00	13550	—
IFBA-Eunapolis	BAL2000006	2015.05.08, 19:36	2015.05.10, 19:15	47:39:00	13366	—
IFBA-Eunapolis	BAL2000006	2015.05.14, 15:25	2015.05.14, 16:01	00:36:00	13413	—
IFBA-Eunapolis	BAL2000006	2015.05.20, 11:55	2015.05.20, 13:25	03:10:00	13449	2015003236
IFBA-FeiraSantana	BAL2000007	2015.05.06, 06:19	2015.05.06, 06:43	00:24:00	13329	—
IFBA-FeiraSantana	BAL2000007	2015.05.13, 03:44	2015.05.13, 05:34	01:50:00	13397	—
IFBA-FeiraSantana	BAL2000007	2015.05.20, 11:55	2015.05.20, 13:24	03:10:00	13450	20150003237
IFBA-Jacobina	JBN 5018116	2015.05.10, 03:27	2015.05.10, 08:01	04:34:00	13373	—
IFBA-Jacobina	JBN 5018116	2015.05.18, 12:50	2015.05.18, 12:59	00:09:00	13438	—
IFBA-Jequie	JEE 5026329	2015.05.04, 18:31	2015.05.11, 17:11	144:17:00	13317	73851580097
IFBA-Jequie	JEE 5026330	2015.05.08, 15:38	2015.05.08, 15:49	00:11:00	13362	—
IFBA-Jequie	JEE 5026330	2015.05.27, 16:32	2015.05.27, 17:44	01:12:00	13536	—
IFBA-Jequie	JEE 5026329	2015.05.27, 16:32	2015.05.27, 17:45	01:13:00	13537	—
IFBA-PortoSeguro	BAL2000013	2015.05.14, 15:25	2015.05.14, 16:01	00:36:00	13414	—
IFBA-PortoSeguro	BAL2000013	2015.05.20, 11:55	2015.05.20, 13:24	03:05:00	13452	20150003239
IFBA-SantoAmaro	SNA53192913A	2015.05.06, 13:35	2015.05.06, 15:51	02:16:00	13333	—
IFBA-SimoesFilho	MTR-RNP-59	2015.05.15, 08:33	2015.05.15, 09:03	00:30:00	13419	—
IFBA-SimoesFilho	MTR-RNP-59	2015.05.15, 14:09	2015.05.15, 23:33	09:24:00	13424	—
IFBA-SimoesFilho	MTR-RNP-59	2015.05.22, 15:56	2015.05.23, 10:51	18:55:00	13463	—
IFBA-SimoesFilho	MTR-RNP-59	2015.05.26, 10:46	2015.05.26, 10:59	00:13:00	13494	—
IFBA-Valenca	VEC078313A	2015.05.04, 01:12	2015.05.04, 09:41	05:47:00	13307	081732015
IFBA-Valenca	VEC078313A	2015.05.08, 10:56	2015.05.12, 02:04	87:08:00	13359	—
IFBA-Valenca	VEC 5013556	2015.05.10, 07:23	2015.05.10, 10:19	02:56:00	13375	—
IFBA-Valenca	VEC078313A	2015.05.29, 18:53	2015.05.29, 19:40	00:47:00	13556	—
IFBA-VitConquista	VCA VA SDR RNP DPDV 0002	2015.05.06, 16:30	2015.05.14, 15:14	77:05:00	13338	2015410180435
IFBA-VitConquista	VCA RNP SDR RNP DPDV 0002	2015.05.06, 17:32	2015.05.12, 16:45	08:39:00	13340	2015410182212
IFBA-VitConquista	VCA RNP SDR RNP DPDV 0004	2015.05.14, 14:58	2015.05.15, 07:38	16:40:00	13408	—
IFBA-VitConquista	VCA VA SDR RNP DPDV 0004	2015.05.14, 14:58	2015.05.14, 15:41	00:43:00	13409	—
IFBA-VitConquista	VCA RNP SDR RNP DPDV 0002	2015.05.14, 14:58	2015.05.15, 07:38	16:40:00	13410	—
IFBaiano-GovernadorMangabeira	BAL2000014	2015.05.10, 13:53	2015.05.12, 11:46	47:18:00	13376	20150002996
IFBaiano-GovernadorMangabeira	BAL2000014	2015.05.20, 11:55	2015.05.20, 13:24	03:09:00	13451	20150003238
IFBaiano-GovernadorMangabeira	BAL2000014	2015.05.25, 07:12	2015.05.25, 07:41	00:41:00	13470	20150003337
IFBaiano-Itapetinga	ING5017703	2015.05.02, 21:51	2015.05.05, 14:18	46:56:00	13304	7785850944
IFBaiano-Stalnes	SDR 5590523	2015.05.28, 14:49	2015.05.28, 17:22	02:33:00	13541	—
IFBaiano-Stalnes	SDR 5590529	2015.05.28, 14:49	2015.05.28, 17:22	02:33:00	13542	—
IFBaiano-TeixeiraFreitas	TAF5027934	2015.05.20, 02:22	2015.05.20, 02:57	00:35:00	13443	—
IFBaiano-TeixeiraFreitas	TAF5027934	2015.05.22, 01:02	2015.05.22, 02:27	01:25:00	13458	—
IFBaiano-Urucuca	UUU 5010436	2015.05.29, 13:28	2015.05.29, 15:46	02:18:00	13551	—
IFBaiano-Urucuca	UUU 5010435	2015.05.29, 13:28	2015.05.29, 15:46	02:18:00	13552	—
IFBaiano-Valenca	VEC 5013556	2015.05.25, 11:03	2015.05.25, 14:53	03:50:00	13479	—
UFBA-VitConquista	SDR 5539663	2015.05.04, 13:19	2015.05.05, 09:20	43:12:00	13315	13811337
UFBA-VitConquista	VCA 5052890	2015.05.06, 14:14	2015.05.06, 14:46	00:32:00	13334	—
UFBA-VitConquista	VCA 5052892	2015.05.06, 15:13	2015.05.06, 15:26	00:13:00	13336	—
UFBA-VitConquista	SDR 5539663	2015.05.06, 16:21	2015.05.07, 08:35	16:14:00	13337	—
UFBA-VitConquista	SDR 5539663	2015.05.07, 13:56	2015.05.11, 08:46	90:50:00	13351	—

UFBA-VitConquista	VCA 5052890	2015.05.11, 10:56	2015.05.14, 08:33	69:37:00	13384	—
UFBA-VitConquista	VCA 5052892	2015.05.16, 09:51	2015.05.20, 11:35	22:24:00	13428	13846022
UFBA-VitConquista	SDR 5539663	2015.05.19, 11:27	2015.05.20, 11:29	21:19:00	13441	13846028
UFBA-VitConquista	VCA 5052890	2015.05.21, 15:36	2015.05.21, 15:55	00:19:00	13455	—
UFBA-VitConquista	VCA 5052892	2015.05.22, 01:00	2015.05.22, 02:26	01:26:00	13457	—
UFBA-VitConquista	VCA 5052890	2015.05.23, 09:19	2015.05.23, 09:32	00:13:00	13469	—
UFBA-VitConquista	SDR 5539663	2015.05.27, 12:39	2015.05.27, 14:09	01:30:00	13528	—
UFBA-VitConquista	VCA 5056311	2015.05.27, 13:45	2015.05.27, 14:08	00:23:00	13532	—
UFOB-Barreiras	BES078813A	2015.05.28, 23:12	2015.05.29, 02:35	03:23:00	13546	—
UFRB-Amargosa	TU-RNP-AMA01	2015.05.07, 01:23	2015.05.07, 08:03	06:40:00	13344	—
UFRB-Amargosa	TU-RNP-AMA01	2015.05.16, 20:44	2015.05.16, 21:21	00:37:00	13429	—
UFRB-Cachoeira	CHE077313A	2015.05.07, 09:12	2015.05.07, 17:31	08:41:00	13349	084352015
UFRB-Cachoeira	CHE077313A	2015.05.11, 09:30	2015.05.11, 10:02	00:32:00	13381	—
UFRB-Cachoeira	CHE077313A	2015.05.22, 09:23	2015.05.22, 10:07	00:33:00	13462	092432015
UFRB-Cachoeira	CHE077313A	2015.05.22, 16:33	2015.05.23, 11:08	19:46:00	13466	092712015
UFRB-CasaMoeda	CHE079113A	2015.05.07, 09:12	2015.05.07, 17:30	08:41:00	13348	084352015
UFRB-CasaMoeda	CHE079113A	2015.05.07, 17:30	2015.05.08, 14:05	20:35:00	13361	—
UFRB-CasaMoeda	CHE079113A	2015.05.08, 20:49	2015.05.09, 04:48	07:59:00	13370	—
UFRB-CasaMoeda	CHE079113A	2015.05.11, 09:30	2015.05.11, 09:59	00:29:00	13380	—
UFRB-CasaMoeda	CHE079113A	2015.05.13, 05:34	2015.05.13, 16:48	22:36:00	13399	087442015
UFRB-CasaMoeda	CHE079113A	2015.05.22, 09:23	2015.05.22, 10:05	00:34:00	13461	092422015
UFRB-CasaMoeda	CHE079113A	2015.05.22, 16:34	2015.05.23, 11:08	19:44:00	13467	092732015
UFRB-CasaMoeda	CHE079113A	2015.05.26, 05:25	2015.05.26, 12:01	05:47:00	13488	093962015
UFRB-CruzAlmas	CZM077013A	2015.05.07, 09:11	2015.05.07, 17:30	08:41:00	13347	084352015
UFRB-CruzAlmas	BAL2000017	2015.05.08, 20:47	2015.05.10, 15:30	42:43:00	13368	—
UFRB-CruzAlmas	CZM077013A	2015.05.08, 20:47	2015.05.09, 04:49	08:02:00	13369	—
UFRB-CruzAlmas	CZM077013A	2015.05.11, 09:28	2015.05.11, 10:00	00:32:00	13379	—
UFRB-CruzAlmas	BAL2000017	2015.05.11, 09:28	2015.05.11, 09:59	00:31:00	13382	—
UFRB-CruzAlmas	CZM077013A	2015.05.13, 05:34	2015.05.13, 16:51	29:29:00	13400	087272015
UFRB-CruzAlmas	CZM077013A	2015.05.15, 02:32	2015.05.15, 23:33	21:01:00	13417	—
UFRB-CruzAlmas	BAL2000017	2015.05.15, 02:32	2015.05.15, 23:33	21:01:00	13418	—
UFRB-CruzAlmas	BAL2000017	2015.05.20, 11:53	2015.05.20, 13:24	03:12:00	13448	20150003235
UFRB-CruzAlmas	CZM077013A	2015.05.22, 09:21	2015.05.22, 10:05	00:39:00	13460	092402015
UFRB-CruzAlmas	CZM077013A	2015.05.22, 16:32	2015.05.24, 10:22	19:51:00	13465	092702015
UFRB-CruzAlmas	BAL2000017	2015.05.25, 07:14	2015.05.25, 07:44	00:49:00	13472	20150003335
UFRB-CruzAlmas	CZM077013A	2015.05.26, 05:23	2015.05.26, 12:01	05:48:00	13487	093942015
UFRB-CruzAlmas	BAL2000017	2015.05.26, 07:55	2015.05.26, 07:56	00:01:00	13491	—
UFRB-CruzAlmas	CZM077013A	2015.05.26, 16:45	2015.05.26, 17:47	14:18:00	13509	094252015
UFRB-FeiraSantana	BAL2000016	2015.05.03, 02:52	2015.05.03, 11:37	08:45:00	13305	—
UFRB-FeiraSantana	BAL2000016	2015.05.06, 06:15	2015.05.06, 06:43	00:28:00	13328	—
UFRB-FeiraSantana	BAL2000016	2015.05.10, 04:37	2015.05.10, 12:59	08:22:00	13374	—
UFRB-FeiraSantana	BAL2000016	2015.05.13, 03:43	2015.05.13, 05:42	01:59:00	13396	—
UFRB-FeiraSantana	BAL2000016	2015.05.18, 08:43	2015.05.25, 07:44	246:51:00	13431	20150003146 20150003192 20150003233 20150003278
UFRB-FeiraSantana	BAL2000016	2015.05.25, 07:15	2015.05.25, 07:44	00:49:00	13471	20150003336
UFRB-SantoAmaro	SAMRNP01	2015.05.02, 01:57	2015.05.06, 17:47	72:11:00	13303	8599
UFRB-SantoAmaro	SAMRNP01	2015.05.08, 17:46	2015.05.08, 23:32	05:46:00	13364	—
UFRB-SantoAmaro	SAMRNP01	2015.05.13, 21:14	2015.05.18, 19:27	119:00:00	13402	8741
UFRB-SantoAmaro	SAMRNP01	2015.05.19, 10:01	2015.05.19, 11:01	01:00:00	13440	—
UFRB-SantoAmaro	SAMRNP01	2015.05.20, 11:04	2015.05.20, 14:38	49:02:00	13445	8835
UFRB-SantoAmaro	SAMRNP01	2015.05.26, 06:42	2015.05.26, 08:35	03:29:00	13489	8937
UFRB-SantoAmaro	SAMRNP01	2015.05.26, 14:13	2015.05.27, 15:24	02:39:00	13495	8997
UFRB-SantoAmaro	SAMRNP01	2015.05.29, 07:14	2015.05.31, 21:15	72:00:00	13548	9015
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	2015.05.04, 08:21	2015.05.04, 08:23	00:02:00	13310	—
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	2015.05.05, 08:00	2015.05.11, 14:42	166:30:00	13322	2015408806707 2015409146637 2015409486390
UFRB-StoAntonioJesus	SNJ V5Z SDR RNP DPDV 0002	2015.05.08, 08:46	2015.05.11, 21:12	96:04:00	13358	2015409489464
UFRB-StoAntonioJesus	SNJ V5Z SDR RNP DPDV 0002	2015.05.14, 14:58	2015.05.15, 00:12	09:14:00	13411	—
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	2015.05.14, 14:58	2015.05.15, 07:38	16:40:00	13412	—
UFRB-StoAntonioJesus	SNJ V5Z SDR RNP DPDV 0002	2015.05.21, 08:35	2015.05.21, 08:56	00:21:00	13454	—
UNIVASF-SrBomfim	SBM 5014121	2015.05.08, 08:39	2015.05.08, 09:05	00:26:00	13356	—
UNIVASF-SrBomfim	SBM 5014122	2015.05.08, 08:39	2015.05.08, 09:05	00:26:00	13357	—
UNIVASF-SrBomfim	SBM 5014122	2015.05.18, 11:24	2015.05.18, 12:21	00:57:00	13435	—
UNIVASF-SrBomfim	SBM 5014121	2015.05.18, 11:25	2015.05.18, 12:21	00:56:00	13436	—

Indisponibilidade causada pelas operadoras referente ao mês Mai/2015

Cliente	Designação do circuito	Horas indisponíveis	SLA	Núm. de paradas	Chamado na Operadora
CNEN-Caetite	CTT 5011511	01:05:00	99.85%	1	13810272
	CTT 5011567	21:17:00	97.14%	2	13863109 13869571
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	00:00:00	100.00%	3	2015410902557
	BES RNP SDR RNP DPDV 0005	00:00:00	100.00%	3	
IFBA-Camacari	BAL2000004	03:13:00	99.57%	3	20150003234
IFBA-DiasDavila	DSA078513A	00:00:00	100.00%	2	
IFBA-Eunapolis	BAL2000006	03:10:00	99.57%	3	2015003236
IFBA-FeiraSantana	BAL2000007	03:10:00	99.57%	3	20150003237
IFBA-Jacobina	JBN 5018116	00:00:00	100.00%	2	
IFBA-Jequie	JEE 5026329	144:17:00	80.61%	2	73851580097
	JEE 5026330	00:00:00	100.00%	2	
IFBA-PortoSeguro	BAL2000013	03:05:00	99.59%	2	20150003239
IFBA-SantoAmaro	SNA53192913A	00:00:00	100.00%	1	
IFBA-SimoesFilho	MTR-RNP-59	00:00:00	100.00%	4	
IFBA-Valenca	VEC 5013556	00:00:00	100.00%	1	
	VEC078313A	05:47:00	99.22%	3	081732015
IFBA-VitConquista	VCA RNP SDR RNP DPDV 0002	08:39:00	98.84%	2	2015410182212
	VCA RNP SDR RNP DPDV 0004	00:00:00	100.00%	1	
	VCA VA SDR RNP DPDV 0002	77:05:00	89.64%	1	2015410180435
	VCA VA SDR RNP DPDV 0004	00:00:00	100.00%	1	
IFBaiano-GovernadorMangabeira	BAL2000014	51:08:00	93.13%	3	20150002996 20150003238 20150003337
IFBaiano-Itapetinga	ING5017703	00:00:00	100.00%	1	7785850944
IFBaiano-Stalnes	SDR 5590523	00:00:00	100.00%	1	
	SDR 5590529	00:00:00	100.00%	1	
IFBaiano-TeixeiraFreitas	TAF5027934	00:00:00	100.00%	2	
IFBaiano-Urucuca	UUU 5010435	00:00:00	100.00%	1	
	UUU 5010436	00:00:00	100.00%	1	
IFBaiano-Valenca	VEC 5013556	00:00:00	100.00%	1	
UFBA-VitConquista	SDR 5539663	64:31:00	91.33%	5	13811337 13846028
	VCA 5052890	00:00:00	100.00%	4	
	VCA 5052892	22:24:00	96.99%	3	13846022
	VCA 5056311	00:00:00	100.00%	1	
UFOB-Barreiras	BES078813A	00:00:00	100.00%	1	
UFRB-Amargosa	TU-RNP-AMA01	00:00:00	100.00%	2	
UFRB-Cachoeira	CHE077313A	29:00:00	96.10%	4	084352015 092432015 092712015
UFRB-CasaMoeda	CHE079113A	57:22:00	92.29%	8	084352015 087442015 092422015 092732015 093962015
UFRB-CruzAlmas	BAL2000017	04:01:00	99.46%	6	20150003235 20150003335
	CZM077013A	64:28:00	91.34%	9	084352015 087272015 092402015 092702015 093942015 094252015
UFRB-FeiraSantana	BAL2000016	247:40:00	66.71%	6	20150003146 20150003192 20150003233 20150003278 20150003336 20150003346 20150003378 20150003336
UFRB-SantoAmaro	SAMRNP01	314:52:00	57.68%	8	8599 8741 8835 8937 8997 9015
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	166:30:00	77.62%	3	2015408806707 2015409146637 2015409486390
	SNJ V5Z SDR RNP DPDV 0002	96:04:00	87.09%	3	2015409489464
UNIVASF-SrBomfim	SBM 5014121	00:00:00	100.00%	2	
	SBM 5014122	00:00:00	100.00%	2	

Observações

O chamado 13431 para o circuito BAL2000016 da UFRB-Feira Santana contém 7 chamados ao total, devido às constantes e ainda presentes oscilações do circuito e fechamento indevido de chamados pela própria operadora. Os chamados abertos foram 20150003146 20150003192 20150003233 20150003278 20150003336 20150003346 20150003378.

Os circuitos que sofrem indisponibilidade de motivo desconhecido tem o campo de *Número de paradas* da tabela acima incrementada para cada indisponibilidade desta, mas não decrementando a porcentagem do campo SLA. Historicamente, a maior parte das quedas com motivo desconhecido foram falhas na operadora.