



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

Out/2014

**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**

# 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 (—).

# Disponibilidade referente ao mês de Out/2014

## Clientes Primários (por host)

Cliente	Disponibilidade (%)	Indisponibilidade (horas)
CNEN-Caetite	98.4435	09:50:00
IFBA-Barreiras	98.7291	07:44:04
IFBA-Camacari	98.3267	10:42:43
IFBA-DiasDÁvila	98.9151	06:18:35
IFBA-Eunapolis	98.3070	10:51:25
IFBA-FeiraSantana	98.0051	13:05:29
IFBA-Jacobina	98.4210	10:01:34
IFBA-Jequie	98.7609	07:26:58
IFBA-PauloAfonso	98.7224	07:46:02
IFBA-PortoSeguro	98.3247	10:44:17
IFBA-Salvador	99.5946	01:17:43
IFBA-SantoAmaro	92.3521	55:09:47
IFBA-SimoesFilho	98.6015	08:39:39
IFBA-Valenca	96.1644	26:49:27
IFBA-VitConquista	98.1253	12:13:34
IFBaiano-Catu	85.3691	107:07:50
IFBaiano-GovMangabeira	98.3888	10:09:44
IFBaiano-Guanambi	88.2488	85:38:17
IFBaiano-SrBonfim	98.3972	10:12:08
IFBaiano-Stalnes	98.9121	06:21:37
IFBaiano-Urucuca	98.7683	07:25:57
IFBaiano-Valenca	98.9122	06:22:17
UFBA-Salvador	99.7646	00:00:00
UFBA-VitConquista	98.5168	09:18:02
UFOB-Barreiras	96.1875	26:38:33
UFRB-Amargosa	98.2494	11:18:42
UFRB-Cachoeira	98.5231	08:52:17
UFRB-CasaMoeda	98.9801	07:04:20
UFRB-CruzAlmas	92.7926	51:52:12
UFRB-StoAntonio	98.5449	09:02:03
UNIVASF-Juazeiro	98.7063	07:54:04
UNIVASF-SrBomfim	98.1593	11:58:20
ifba-rei	99.7664	00:00:00
Resumo	97.4805	579:00:43

## Clientes Primários (por circuito)

Cliente	Circuito	Disponibilidade (%)	Indisponibilidade (horas)	SLA
CNEN-Caetite	CTT 5011511	98.3734	10:25:37	99.6
	CTT 5011567	98.4388	09:57:19	99.6
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	98.1105	12:23:58	99.6
	BES RNP SDR RNP DPDV 0005	92.2054	56:20:00	99.6
IFBA-Camacari	BAL2000004	98.3267	10:42:43	99.6
IFBA-DiasDÁvila	DSA078513A	98.9151	06:18:35	99.6
IFBA-Eunapolis	BAL2000006	98.3070	10:51:25	99.6
	EUS RNP SDR RNP DPDV 0001	99.1870	04:23:25	99.6
	EUS RNP SDR RNP DPDV 0003	99.2359	04:01:32	99.6
	EUS VSK SDR XYF DPDV 0001	92.1269	56:54:04	99.6
IFBA-FeiraSantana	BAL2000007	98.0051	13:05:29	99.6
IFBA-Jacobina	JBN 5015656	98.3620	10:31:42	99.6
	JBN 5015657	98.0665	12:43:07	99.6

IFBA-Jequie	JEE 5026329	98.1538	12:04:35	99.6
	JEE 5026330	98.5397	09:12:22	99.6
IFBA-Paulo Afonso	PAF 5017280	98.7221	07:50:27	99.6
	PAF 5017281	98.7154	07:53:27	99.6
IFBA-SimoesFilho	SDR 301C8DT4O	98.6015	08:39:39	99.6
IFBA-Valenca	VEC 5012176	96.1443	27:01:40	99.6
	VEC 5012450	96.1460	27:00:55	99.6
IFBA-VitConquista	VCA SDR RNP DPDV 0002	98.5812	08:53:50	99.6
	VCA SDR RNP DPDV 0004	73.6166	194:38:02	99.6
	VCA VA SDR RNP DPDV 0002	82.5358	128:16:30	99.6
	VCA VA SDR RNP DPDV 0004	97.6068	16:08:49	99.6
IFBaiano-Catu	CAU 5012899	85.2985	107:43:14	99.6
	CAU 5012900	85.2919	107:45:39	99.6
IFBaiano-GovMangabeira	Telebras	98.3886	10:09:49	99.6
IFBaiano-Guanambi	SDR 5294443	87.7059	89:48:35	99.6
	SDR 5590496	88.2393	85:50:28	99.6
IFBaiano-Sr.Bonfim	SBM 5015313	98.3924	10:18:07	99.6
	SBM 5015314	98.3473	10:38:15	99.6
IFBaiano-Stalnes	SDR 5590523	98.8440	06:56:26	99.6
	SDR 5590529	98.9045	06:29:02	99.6
IFBaiano-Urucuca	UUU 5010435	98.7654	07:31:34	99.6
	UUU 5010436	94.3065	40:42:04	99.6
IFBaiano-Valenca	VEC 5013555	98.3572	10:33:47	99.6
	VEC 5013556	98.9085	06:27:41	99.6
UFBA-P2P	-	99.7700	00:03:10	99.8
UFBA-VitConquista	VCA 5056311	98.5111	09:24:39	99.6
	SDR 5539663	98.5167	09:22:35	99.6
	VCA 5052890	79.0513	154:11:27	99.6
	VCA 5052892	98.3933	10:17:14	99.6
UFOB-Barreiras	BES078813A	96.1875	26:38:33	99.6
UFRB - Cruz das Almas	CZARNP01	92.7926	51:52:12	99.6
UFRB-Amargosa	ARA 5010399	98.6998	08:00:54	99.6
	ARA 5010400	98.7023	07:59:47	99.6
UFRB-StoAntonio	SDR UF SNJ TCA DPDV 0001	98.5242	09:19:17	99.6
	SNJ V5Z SDR RNP DPDV 0002	89.6573	75:17:28	99.6
UNIVASF-Juazeiro	SDR 5751274	95.0986	34:47:59	99.6
	SDR 5751283	98.0170	13:05:39	99.6
UNIVASF-SrBomfim	SBM 5014121	85.3067	107:38:36	99.6
	SBM 5014122	98.1870	11:49:17	99.6

## Cientes Secundários

Cliente	Disponibilidade (%)	Indisponibilidade (horas)
Embrapa-CNPMF	99.1705	04:25:55
Fiocruz-CPqGM	99.7674	00:00:00
UCSAL	99.7614	00:00:00
UEFS	99.7655	00:00:00
UESB	99.7656	00:00:00
UESC	98.1795	11:49:54
UNIFACS	99.7686	00:00:00
esfcex	99.7622	00:00:00
fapesb	99.7631	00:00:00
frb	99.7664	00:00:00
uneb	99.7622	00:00:00
Resumo	99.5666	16:15:49

## Cientes Temporários

Cliente	Disponibilidade (%)	Indisponibilidade (horas)
EBM	99.7693	00:00:00
HospStalzabel	0.0000	742:14:55
SECTI	95.1109	34:39:14
hospananery	99.7170	00:21:06
irdeb	99.7660	00:00:00
senai-cimatec	99.7642	00:00:00
Resumo	82.3546	777:15:16

# Indisponibilidade por tipo de falha referente ao mês de Out/2014 (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			
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	03:12:00	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	03:17:00	06:29:00
	BES RNP SDR RNP DPDV 0005	08:49:00	42:30:00	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	04:18:00	55:37:00
IFBA-Camacari	BAL2000004	01:11:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	10:26:00	11:37:00
IFBA-DiasDavila	DSA078513A	00:00:00	04:51:00	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	01:17:00	06:08:00
	BAL2000006	00:44:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	06:25:00	07:09:00
IFBA-Eunapolis	EUS RNP SDR RNP 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	00:00:00	00:15:00	00:15:00
	EUS 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	00:15:00	00:15:00
	EUS VSK SDR XYF DPDV 0001	00:00:00	43:39:00	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	07:16:00	50:55:00
IFBA-FeiraSantana	BAL 2000007	00:00:00	20:25:00	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	20:25:00
	BAL2000007	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	26:51:00	30:29:00
IFBA-Jacobina	JBN 5015657	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	05:14:00	05:14:00
IFBA-Jequie	JEE 5026329	02:23:00	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	00:32:00	02:55:00
	JEE 5026330	02:23:00	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	00:00:00	02:23:00
IFBA-PauloAfonso	PAF 5017280	00:00:00	00:00:00	01:24:00	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	01:24:00
	PAF 5017281	00:00:00	00:00:00	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	01:23:00
IFBA-PortoSeguro	BAL2000013	05:33:00	03:40:00	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	01:40:00	10:53:00
IFBA-SantoAmaro	SNA53192913A	00:00:00	04:51:00	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	00:00:00	04:51:00
IFBA-SimoesFilho	PRI-SDR 3017SQGRO	09:16:00	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	00:00:00	00:00:00	09:16:00
IFBA-Valenca	VEC 5012176	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	00:00:00	14:39:00	20:26:00
	VEC 5012450	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	14:37:00	14:37:00
IFBA-VitConquista	VCA SDR RNP DPDV 0004	08:01:00	82:18:00	105:33:00	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	195:52:00
	VCA VA SDR RNP DPDV 0002	08:11:00	127:02:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	135:13:00
	VCA VA SDR RNP DPDV 0004	08:01:00	05:33:00	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	13:34:00
IFBaiano-Catu	CAU 5012899	06:36:00	91:55:00	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	00:00:00	98:31:00
	CAU 5012900	06:36:00	91:56:00	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	98:32:00
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	00:00:00	00:00:00	00:00:00	01:40:00	01:40:00
IFBaiano-SrBonfim	SBM 5015314	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:29:00	00:29:00
IFBaiano-Stalnes	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	00:17:00	00:17:00
IFBaiano-Urucuca	UUU 5010435	00:43:00	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	00:00:00	00:43:00
	UUU 5010436	00:43:00	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	29:59:00	30:42:00
IFBaiano-Valenca	VEC 5012450	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	00:00:00	00:00:00	05:47:00
	VEC 5013555	01:19:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:19:00
UFBA-VitConquista	VCA 5052890	00:00:00	149:34:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:13:00	149:47:00
UFOB-Barreiras	BES078813A	00:00:00	17:29:00	00:00:00	04:04:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	07:45:00	29:18:00
UFRB-Amargosa	ARA 5010399	00:00:00	01:19:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:19:00
	ARA 5010400	00:00:00	01:19:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:19:00
UFRB-Cachoeira	CHE077313A	00:00:00	04:51:00	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	00:00:00	04:51:00
UFRB-CasaMoeda	CHE079113A	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:52:00	01:52:00
UFRB-CruzAlmas	CZARNP01	05:12:00	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	01:47:00	10:58:00
	POP-PE-UFRB	00:00:00	116:17:00	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	00:00:00	116:17:00
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	00:00:00	00:00:00	09:07:00
	SNJ V5Z SDR RNP DPDV 0002	00:00:00	73:53:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	76:48:00
UNIVASF-Juazeiro	SDR 5751274	00:00:00	31:31:00	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	00:00:00	31:31:00
	SDR 5751283	00:00:00	01:10:00	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	00:00:00	01:10:00
UNIVASF-SrBomfim	SBM 5014121	01:18:00	95:18:00	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	96:36:00
	SBM 5014122	01:18:00	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	00:00:00	01:18:00

# Relatório de chamados abertos no mês de Out/2014 (clientes primários)

Cliente	Designação do circuito	Data/Hora da queda	Data/Hora da normalização	Tempo Indis	Tiquete no PoP	Chamado na operadora
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2014.10.06, 20:37	2014.10.08, 15:07	42:30:00	11334	2014364884649
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2014.10.11, 22:13	2014.10.12, 04:21	06:08:00	11382	---
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2014.10.12, 03:21	2014.10.12, 04:45	01:24:00	11388	---
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2014.10.17, 00:07	2014.10.17, 02:52	02:45:00	11443	---
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2014.10.17, 00:42	2014.10.17, 01:41	00:59:00	11444	---
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2014.10.21, 21:18	2014.10.21, 22:51	01:33:00	11483	---
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2014.10.21, 21:31	2014.10.21, 23:49	02:18:00	11484	---
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2014.10.29, 22:34	2014.10.30, 01:00	02:26:00	11542	---
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2014.10.30, 00:11	2014.10.30, 01:44	01:33:00	11543	---
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2014.10.31, 08:27	2014.10.31, 08:42	00:15:00	11555	---
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2014.10.31, 08:27	2014.10.31, 08:42	00:15:00	11556	---
IFBA-Camacari	BAL2000004	2014.10.08, 18:17	2014.10.08, 18:32	00:15:00	11355	---
IFBA-Camacari	BAL2000004	2014.10.12, 08:57	2014.10.12, 10:08	01:11:00	11389	---
IFBA-Camacari	BAL2000004	2014.10.13, 19:05	2014.10.13, 22:44	03:39:00	11410	---
IFBA-Camacari	BAL2000004	2014.10.31, 05:33	2014.10.31, 07:16	01:43:00	11558	---
IFBA-Camacari	BAL2000004	2014.10.31, 23:45	2014.11.01, 04:34	04:49:00	11570	---
IFBA-DiasDavila	DSA078513A	2014.10.20, 11:13	2014.10.20, 16:04	04:51:00	11462	154862014
IFBA-DiasDavila	DSA078513A	2014.10.24, 15:39	2014.10.24, 16:56	01:17:00	11504	---
IFBA-Eunapolis	EUS RNP SDR RNP DPDV 0003	2014.10.03, 21:03	2014.10.03, 21:18	00:15:00	11298	---
IFBA-Eunapolis	EUS RNP SDR RNP DPDV 0001	2014.10.03, 21:03	2014.10.03, 21:18	00:15:00	11299	---
IFBA-Eunapolis	EUS VSK SDR XYF DPDV 0001	2014.10.03, 21:03	2014.10.03, 21:18	00:15:00	11300	---
IFBA-Eunapolis	BAL2000006	2014.10.03, 21:07	2014.10.03, 21:19	00:12:00	11301	---
IFBA-Eunapolis	EUS VSK SDR XYF DPDV 0001	2014.10.06, 19:35	2014.10.08, 15:14	43:39:00	11332	2014364697503
IFBA-Eunapolis	BAL2000006	2014.10.08, 18:19	2014.10.08, 18:32	00:13:00	11356	---
IFBA-Eunapolis	EUS VSK SDR XYF DPDV 0001	2014.10.11, 10:38	2014.10.11, 11:56	01:18:00	11386	---
IFBA-Eunapolis	BAL2000006	2014.10.13, 19:05	2014.10.13, 22:43	03:38:00	11412	---
IFBA-Eunapolis	EUS VSK SDR XYF DPDV 0001	2014.10.14, 11:16	2014.10.14, 16:59	05:43:00	11421	---
IFBA-Eunapolis	BAL2000006	2014.10.15, 09:26	2014.10.15, 10:10	00:44:00	11431	20140004393
IFBA-Eunapolis	BAL2000006	2014.10.31, 05:35	2014.10.31, 07:16	01:41:00	11559	---
IFBA-Eunapolis	BAL2000006	2014.10.31, 23:47	2014.11.01, 00:28	00:41:00	11572	---
IFBA-FeiraSantana	BAL2000007	2014.10.08, 18:19	2014.10.08, 18:32	00:13:00	11357	---
IFBA-FeiraSantana	BAL2000007	2014.10.13, 19:06	2014.10.13, 22:44	03:38:00	11413	---
IFBA-FeiraSantana	BAL2000007	2014.10.16, 16:16	2014.10.16, 19:54	03:38:00	11440	20140004425
IFBA-FeiraSantana	BAL2000007	2014.10.20, 14:35	2014.10.21, 11:00	20:25:00	11468	20140004461
IFBA-FeiraSantana	BAL2000007	2014.10.31, 05:35	2014.11.01, 04:35	23:00:00	11560	---
IFBA-Jacobina	JBN 5015657	2014.10.13, 14:33	2014.10.13, 15:34	01:01:00	11403	---
IFBA-Jacobina	JBN 5015657	2014.10.13, 16:15	2014.10.13, 20:28	04:13:00	11405	13322499
IFBA-Jequie	JEE 5026329	2014.10.15, 10:30	2014.10.15, 11:02	00:32:00	11433	---
IFBA-Jequie	JEE 5026330	2014.10.29, 00:12	2014.10.29, 02:35	02:23:00	11526	---
IFBA-Jequie	JEE 5026329	2014.10.29, 00:12	2014.10.29, 02:35	02:23:00	11527	---
IFBA-PauloAfonso	PAF 5017280	2014.10.13, 14:07	2014.10.13, 15:31	01:24:00	11401	13322254
IFBA-PauloAfonso	PAF 5017281	2014.10.13, 14:08	2014.10.13, 15:31	01:23:00	11402	13322283
IFBA-PortoSeguro	BAL2000013	2014.10.13, 19:07	2014.10.13, 22:47	03:40:00	11411	---
IFBA-PortoSeguro	BAL2000013	2014.10.15, 09:24	2014.10.15, 10:10	00:46:00	11432	20140004392
IFBA-PortoSeguro	BAL2000013	2014.10.31, 05:35	2014.10.31, 07:15	01:40:00	11557	---
IFBA-PortoSeguro	BAL2000013	2014.10.31, 23:47	2014.11.01, 04:34	04:47:00	11571	---
IFBA-SantoAmaro	SNA53192913A	2014.10.20, 11:13	2014.10.20, 16:04	04:51:00	11465	154972014
IFBA-SimoesFilho	PRI-SDR 3017SQGRO	2014.10.04, 10:47	2014.10.04, 20:03	09:16:00	11309	---
IFBA-Valenca	VEC 5012176	2014.10.23, 01:50	2014.10.23, 07:37	05:47:00	11491	---
IFBA-Valenca	VEC 5012176	2014.10.29, 18:55	2014.10.30, 09:34	14:39:00	11539	---
IFBA-Valenca	VEC 5012450	2014.10.29, 18:57	2014.10.30, 09:34	14:37:00	11540	---
IFBA-VitConquista	VCA VA SDR RNP DPDV 0002	2014.10.02, 22:15	2014.10.03, 06:16	08:01:00	11278	---
IFBA-VitConquista	VCA SDR RNP DPDV 0004	2014.10.02, 22:15	2014.10.03, 06:16	08:01:00	11279	---
IFBA-VitConquista	VCA VA SDR RNP DPDV 0004	2014.10.02, 22:15	2014.10.03, 06:16	08:01:00	11280	---
IFBA-VitConquista	VCA SDR RNP DPDV 0004	2014.10.03, 05:30	2014.10.07, 15:03	105:33:00	11322	---
IFBA-VitConquista	VCA VA SDR RNP DPDV 0002	2014.10.06, 20:32	2014.10.08, 14:50	42:18:00	11333	2014364861574
IFBA-VitConquista	VCA VA SDR RNP DPDV 0002	2014.10.10, 22:33	2014.10.14, 11:17	84:44:00	11392	2014366081794
IFBA-VitConquista	VCA SDR RNP DPDV 0004	2014.10.11, 06:34	2014.10.14, 16:23	81:49:00	11397	2014366186711
IFBA-VitConquista	VCA VA SDR RNP DPDV 0004	2014.10.14, 10:37	2014.10.14, 16:10	05:33:00	11420	2014366371135

IFBA-VitConquista	VCA SDR RNP DPDV 0004	2014.10.14, 16:08	2014.10.14, 16:37	00:29:00	11426	—
IFBA-VitConquista	VCA VA SDR RNP DPDV 0002	2014.10.31, 10:10	2014.10.31, 10:20	00:10:00	11561	—
IFBaiano-Catu	CAU 5012900	2014.10.04, 07:47	2014.10.04, 14:23	06:36:00	11307	—
IFBaiano-Catu	CAU 5012899	2014.10.04, 07:47	2014.10.04, 14:23	06:36:00	11308	—
IFBaiano-Catu	CAU 5012900	2014.10.11, 18:31	2014.10.15, 14:27	91:56:00	11383	13321037
IFBaiano-Catu	CAU 5012899	2014.10.11, 18:32	2014.10.15, 14:27	91:55:00	11404	13322331
IFBaiano-GovMangabeira	BAL2000014	2014.10.31, 05:35	2014.10.31, 07:15	01:40:00	11554	—
IFBaiano-SrBonfim	SBM 5015314	2014.10.08, 00:29	2014.10.08, 00:58	00:29:00	11346	—
IFBaiano-Stalnes	SDR 5590523	2014.10.23, 16:47	2014.10.23, 17:04	00:17:00	11497	—
IFBaiano-Urucuca	UUU 5010436	2014.10.08, 10:37	2014.10.09, 11:07	24:30:00	11348	—
IFBaiano-Urucuca	UUU 5010435	2014.10.11, 12:31	2014.10.11, 13:14	00:43:00	11384	—
IFBaiano-Urucuca	UUU 5010436	2014.10.11, 12:31	2014.10.11, 13:14	00:43:00	11385	—
IFBaiano-Urucuca	UUU 5010436	2014.10.23, 04:09	2014.10.23, 09:38	05:29:00	11493	—
IFBaiano-Valenca	VEC 5013555	2014.10.03, 17:28	2014.10.03, 18:47	01:19:00	11291	—
IFBaiano-Valenca	VEC 5012450	2014.10.23, 01:50	2014.10.23, 07:37	05:47:00	11492	—
UFBA-VitConquista	VCA 5052890	2014.10.10, 13:20	2014.10.10, 13:33	00:13:00	11369	—
UFBA-VitConquista	VCA 5052890	2014.10.11, 04:29	2014.10.17, 10:03	149:34:00	11437	13333827
UFOB-Barreiras	BES078813A	2014.10.09, 04:48	2014.10.09, 06:28	01:40:00	11358	—
UFOB-Barreiras	BES078813A	2014.10.10, 14:43	2014.10.10, 15:34	00:51:00	11371	149642014
UFOB-Barreiras	BES078813A	2014.10.11, 01:22	2014.10.11, 05:26	04:04:00	11391	—
UFOB-Barreiras	BES078813A	2014.10.19, 02:15	2014.10.19, 06:18	04:03:00	11456	—
UFOB-Barreiras	BES078813A	2014.10.20, 17:02	2014.10.21, 05:38	12:36:00	11469	155422014
UFOB-Barreiras	BES078813A	2014.10.22, 05:34	2014.10.22, 09:36	04:02:00	11485	157302014
UFOB-Barreiras	BES078813A	2014.10.23, 05:36	2014.10.23, 05:51	00:15:00	11494	—
UFOB-Barreiras	BES078813A	2014.10.24, 14:46	2014.10.24, 15:09	00:23:00	11503	158982014
UFOB-Barreiras	BES078813A	2014.10.24, 18:39	2014.10.24, 20:03	01:24:00	11506	—
UFRB-Amargosa	ARA 5010399	2014.10.03, 17:28	2014.10.03, 18:47	01:19:00	11292	13299854
UFRB-Amargosa	ARA 5010400	2014.10.03, 17:28	2014.10.03, 18:47	01:19:00	11293	13299906
UFRB-Cachoeira	CHE077313A	2014.10.20, 11:13	2014.10.20, 16:04	04:51:00	11467	155132014
UFRB-CasaMoeda	CHE079113A	2014.10.27, 18:03	2014.10.27, 19:55	01:52:00	11516	—
UFRB-CruzAlmas	POP-PE-UFRB	2014.10.01, 20:54	2014.10.02, 09:21	12:27:00	11259	5400
UFRB-CruzAlmas	POP-PE-UFRB	2014.10.02, 11:32	2014.10.02, 13:22	01:50:00	11270	5400
UFRB-CruzAlmas	POP-PE-UFRB	2014.10.03, 12:00	2014.10.03, 12:48	00:48:00	11289	5400
UFRB-CruzAlmas	POP-PE-UFRB	2014.10.04, 03:48	2014.10.08, 09:00	101:12:00	11305	5439
UFRB-CruzAlmas	CZARNP01	2014.10.14, 11:17	2014.10.14, 14:58	03:41:00	11422	5581
UFRB-CruzAlmas	CZARNP01	2014.10.17, 12:01	2014.10.17, 13:20	01:19:00	11447	—
UFRB-CruzAlmas	CZARNP01	2014.10.19, 14:28	2014.10.19, 18:21	03:53:00	11457	5635
UFRB-CruzAlmas	CZARNP01	2014.10.20, 12:25	2014.10.20, 12:43	00:18:00	11466	—
UFRB-CruzAlmas	CZARNP01	2014.10.22, 07:10	2014.10.22, 07:26	00:16:00	11486	—
UFRB-CruzAlmas	CZARNP01	2014.10.28, 15:54	2014.10.28, 17:25	01:31:00	11521	—
UFRB-StoAntonioJesus	SNJ V5Z SDR RNP DPDV 0002	2014.10.10, 13:50	2014.10.13, 15:43	73:53:00	11370	2014365816838
UFRB-StoAntonioJesus	SNJ V5Z SDR RNP DPDV 0002	2014.10.20, 23:58	2014.10.21, 02:53	02:55:00	11458	2014367555507
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	2014.10.20, 23:59	2014.10.21, 09:06	09:07:00	11459	2014367555386
UNIVASF-Juazeiro	SDR 5751274	2014.10.08, 10:42	2014.10.09, 18:13	31:31:00	11349	13311428
UNIVASF-Juazeiro	SDR 5751283	2014.10.09, 16:53	2014.10.09, 18:03	01:10:00	11363	—
UNIVASF-SrBomfim	SBM 5014121	2014.10.11, 11:30	2014.10.15, 10:48	95:18:00	11387	13324526
UNIVASF-SrBomfim	SBM 5014122	2014.10.28, 10:12	2014.10.28, 11:30	01:18:00	11518	13376351
UNIVASF-SrBomfim	SBM 5014121	2014.10.28, 10:12	2014.10.28, 11:30	01:18:00	11519	13376352



## Observações

- Entre as 22:30 do dia 10 de Outubro de 2014 e as 13:00 do dia 11 de Outubro, o PoP-BA realizou uma manutenção no seu datacenter em conjunto com a operadora OI. O objetivo principal dessa manutenção, foi realizar a readequação da infraestrutura do rack de telecom dessa operadora. Ainda nessa janela de manutenção, aproveitamos para organizar nosso equipamento que recebe tanto conexões da OI quanto da EMBRATEL. Essas 14:30 horas representam aproximadamente 1,95% da disponibilidade mensal. No agregado de circuitos das operadoras, OI e EMBRATEL, o PoP-BA tem cerca de 60 circuitos, os quais durante a manutenção, foram sendo reestabelecidos gradativamente. Assim, para todos circuitos do PoP-BA nesse mês de Outubro/2014, os valores apresentados de disponibilidade são absolutos, incluindo esses 1,95%. Desta forma, não deve-se imputar essa porcentagem sobre a operadora.
- O cliente IFBA-Valença teve aproximadamente 15 horas de indisponibilidade no dia 29/10 para ambos os circuitos. Todavia, como essa indisponibilidade ocorreu fora do horário comercial e tornou a ficar disponível ainda nesse intervalo, a instituição não conseguiu garantir que não houve problema elétrico, nem nós conseguimos afirmar que o problema foi na operadora. Assim, sinalizamos a causa do incidente como desconhecido.
- O cliente temporário Hospital Santa Izabel teve indisponibilidade durante todo mês de Outubro. Esse evento foi uma decisão técnico-administrativa do próprio hospital.
- O cliente IFBA-Camaçari teve aproximadamente 11 horas de indisponibilidade no mês de Outubro. A origem da indisponibilidade não pode ser confirmada com o cliente, nem que foi ocasionada por problemas elétricos, nem confirmar que houve problema na operadora. Assim, foi identificado como desconhecido.
- O IFBA - Feira de Santana obteve cerca de 13 horas de indisponibilidade, registrados via Zabbix (Clientes Primários (por host)). Contudo, pode-se observar que a indisponibilidade na tabela "Indisponibilidade por tipo de falha referente ao mês de Out/2014" foi superior a 43 horas, atribuídos à operadora. Essa diferença é justificada porque tivemos chamados abertos para tratamento de problema de desempenho, perda de pacotes, o qual não é trivialmente detectado pelo Zabbix. Desta maneira, para o Zabbix o tempo de indisponibilidade é inferior ao tratamento manual e humano realizado pelos ticket no RT.