



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

Set/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 Set/2014

Clientes Primários (por host)

Cliente	Disponibilidade (%)	Indisponibilidade (horas)
CNEN-Caetite	100.0000	00:00:00
IFBA-Barreiras	98.1255	13:29:47
IFBA-Camacari	92.4961	54:01:41
IFBA-DiasDAvila	70.6918	211:01:08
IFBA-Eunapolis	92.6980	52:34:27
IFBA-FeiraSantana	92.6211	53:07:41
IFBA-Jacobina	100.0000	00:00:00
IFBA-Jequie	99.8949	00:45:24
IFBA-PauloAfonso	100.0000	00:00:00
IFBA-PortoSeguro	90.6142	67:34:39
IFBA-Salvador	99.9525	00:20:31
IFBA-SantoAmaro	99.3572	04:37:41
IFBA-SimoesFilho	96.7919	23:05:53
IFBA-StoAmaro	100.0000	00:00:00
IFBA-Valenca	99.6512	02:30:40
IFBA-VitConquista	99.9899	00:04:21
IFBaiano-Catu	99.6188	02:44:40
IFBaiano-Guanambi	98.5416	10:30:01
IFBaiano-SrBonfim	99.0576	06:47:07
IFBaiano-Stalnes	99.9882	00:05:05
IFBaiano-Urucuca	99.9963	00:01:35
IFBaiano-Valenca	99.9341	00:28:28
UFBA-Salvador	100.0000	00:00:00
UFBA-VitConquista	100.0000	00:00:00
UFOB-Barreiras	87.1059	92:50:15
UFRB-Amargosa	98.7134	09:15:48
UFRB-Amargosa-Piloto	98.6895	09:26:08
UFRB-CruzAlmas	93.5092	46:44:01
UFRB-StoAntonio	98.9989	07:12:28
UNIVASF-Juazeiro	98.5127	10:42:30
UNIVASF-SrBonfim	99.7078	02:06:13
ifba-rei	100.0000	00:00:00
Resumo	97.0393	682:08:24

Clientes Primários (por circuito)

Cliente	Circuito	Disponibilidade (%)	Indisponibilidade (horas)	SLA
CNEN-Caetite	CTT 5011511	99.7500	01:48:00	99.6
	CTT 5011567	99.9942	00:02:30	99.6
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	97.9115	15:02:13	99.6
	BES RNP SDR RNP DPDV 0005	97.3011	19:25:55	99.6
IFBA-Camacari	BAL2000004	92.4961	54:01:41	99.6
IFBA-DiasDAvila	DSA078513A	70.6918	211:01:08	99.6
	BAL2000006	92.6980	52:34:27	99.6
IFBA-Eunapolis	EUS RNP SDR RNP DPDV 0001	99.9094	00:39:08	99.6
	EUS RNP SDR RNP DPDV 0003	99.9385	00:26:34	99.6
	EUS VSK SDR XYF DPDV 0001	99.9172	00:35:46	99.6
IFBA-FeiraSantana	BAL2000007	92.6211	53:07:41	99.6
IFBA-Jacobina	JBN 5015656	100.0000	00:00:00	99.6
	JBN 5015657	99.9988	00:00:31	99.6
IFBA-Jequie	JEE 5026329	99.8686	00:56:45	99.6
	JEE 5026330	99.8711	00:55:41	99.6

IFBA-PauloAfonso	PAF 5017280	100.0000	00:00:00	99.6
	PAF 5017281	95.2469	34:13:20	99.6
IFBA-SimoesFilho	SDR 301C8DT4O	96.7919	23:05:53	99.6
	VEC 5012176	99.6641	02:25:06	99.6
IFBA-Valenca	VEC 5012450	99.6649	02:24:45	99.6
	VCA SDR RNP DPDV 0002	100.0000	00:00:00	99.6
IFBA-VitConquista	VCA SDR RNP DPDV 0004	100.0000	00:00:00	99.6
	VCA VA SDR RNP DPDV 0002	99.9966	00:01:28	99.6
	VCA VA SDR RNP DPDV 0004	100.0000	00:00:00	99.6
	CAU 5012899	99.5771	03:02:41	99.6
IFBaiano-Catu	CAU 5012900	99.3307	04:49:08	99.6
	SDR 5294443	96.5999	24:28:50	99.6
	SDR 5590496	98.5041	10:46:13	99.6
IFBaiano-Sr.Bonfim	SBM 5015313	99.0473	06:51:33	99.6
	SBM 5015314	99.0226	07:02:14	99.6
IFBaiano-Stalnes	SDR 5590523	99.9780	00:09:30	99.6
	SDR 5590529	99.7350	01:54:28	99.6
IFBaiano-Urucuca	UUU 5010435	99.9838	00:06:59	99.6
	UUU 5010436	99.9838	00:06:59	99.6
IFBaiano-Valenca	VEC 5013555	99.8854	00:49:30	99.6
	VEC 5013556	99.8653	00:58:11	99.6
UFBA-P2P	-	100.0000	00:00:00	99.8
UFBA-VitConquista	VCA 5056311	95.4142	33:01:03	99.6
	SDR 5539663	95.7147	30:51:14	99.6
	VCA 5052890	99.9679	00:13:52	99.6
	VCA 5052892	99.9988	00:00:31	99.6
UFOB-Barreiras	BES078813A	87.1059	92:50:15	99.6
UFRB-Amargosa	ARA 5010399	99.8642	00:58:39	99.6
	ARA 5010400	99.9350	00:28:04	99.6
UFRB-Amargosa-Piloto	<sem-designacao>	98.6895	09:26:08	99.6
UFRB-CruzAlmas	POP-PE-UFRB	93.5092	46:44:01	99.6
UFRB-StoAntonio	SDR UF SNJ TCA DPDV 0001	98.9768	07:22:01	99.6
	SNJ V5Z SDR RNP DPDV 0002	98.9259	07:44:00	99.6
UNIVASF-Juazeiro	SDR 5751274	98.4966	10:49:28	99.6
	SDR 5751283	98.4941	10:50:32	99.6
UNIVASF-SrBomfim	SBM 5014121	99.6933	02:12:29	99.6
	SBM 5014122	99.7014	02:08:59	99.6

Cientes Secundários

Cliente	Disponibilidade (%)	Indisponibilidade (horas)
Embrapa-CNPMF	99.9920	00:03:27
Fiocruz-CPqGM	100.0000	00:00:00
UCSAL	99.5792	03:01:47
UEFS	100.0000	00:00:00
UESB	99.3515	04:40:09
UESC	100.0000	00:00:00
UNIFACS	99.8961	00:44:53
esfcex	99.9057	00:40:44
fapesb	100.0000	00:00:00
frb	100.0000	00:00:00
uneb	100.0000	00:00:00
Resumo	99.8840	09:11:00

Clientes Temporários

Cliente	Disponibilidade (%)	Indisponibilidade (horas)
EBM	99.4792	03:44:59
HospStalzabel	29.2861	509:08:24
SECTI	99.9311	00:29:45
hospananery	100.0000	00:00:00
irdeb	100.0000	00:00:00
senai-cimatec	99.8942	00:45:42
Resumo	88.0984	514:08:51

Indisponibilidade por tipo de falha referente ao mês de Set/2014 (clientes primários)

Cliente	Designação do circuito	Horas indisponíveis - tipo de falha											
		eletrica	operadora	roteador	prog-pop	prog-operadora	prog-cliente	prog-daero	staff-pop	staff-cliente	desconhecido	total	
CNEN-Caetite	CTT 5011511	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:45:00	01:45:00
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	00:14:00	12:17:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	72:10:00	84:41:00
	BES RNP SDR RNP DPDV 0005	04:44:00	12:18:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	72:10:00	89:12:00
IFBA-Camacari	BAL2000004	64:18:00	127:43:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:32:00	231:10:00
IFBA-DiasDavila	DSA078513A	03:38:00	03:38:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:56:00	09:12:00
IFBA-Eunapolis	BAL2000006	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:14:00	00:00:00	00:00:00	00:00:00	12:08:00	71:19:00
	EUS RNP SDR RNP DPDV 0001	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:21:00	00:00:00	00:00:00	00:00:00	00:00:00	00:21:00
	EUS RNP SDR RNP DPDV 0003	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:22:00	00:00:00	00:00:00	00:00:00	00:00:00	00:22:00
	EUS VSK SDR XYF DPDV 0001	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:22:00	00:00:00	00:00:00	00:00:00	00:00:00	00:22:00
IFBA-FeiraSantana	BAL2000007	00:00:00	40:26:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	05:57:00	84:59:00
IFBA-Jequie	JEE 5026329	00:27:00	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	00:00:00	00:27:00
	JEE 5026330	00:27:00	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	00:00:00	00:27:00
IFBA-PortoSeguro	BAL2000013	05:30:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	15:32:00	00:00:00	06:13:00	39:15:00
	SDR 5489921	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:08:00	00:00:00	00:00:00	02:08:00
	SDR 5751303	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:01:00	00:00:00	00:00:00	02:01:00
IFBA-SantoAmaro	SDR 5489923	04:38:00	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	04:38:00
	SDR 5789242	04:38:00	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	04:38:00
IFBA-SimoesFilho	PRI-SDR 3017SQGRO	00:00:00	20:32:00	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	20:32:00
	SDR 301C8DT40	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:37:00	02:37:00
IFBA-Valenca	VEC 5012176	02:24:00	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	00:00:00	02:24:00
	VEC 5012450	02:24:00	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	00:00:00	02:24:00
IFBaiano-Catu	CAU 5012899	02:34:00	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	00:00:00	02:34:00
	CAU 5012900	02:34:00	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	02:05:00	04:39:00
IFBaiano-Guanambi	SDR 5294443	09:52:00	11:56:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:24:00	24:12:00
	SDR 5590496	10:10:00	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	00:38:00	10:48:00
IFBaiano-SrBonfim	SBM 5015313	06:49:00	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	00:00:00	06:49:00
	SBM 5015314	06:48:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	06:48:00
IFBaiano-Stalnes	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	01:45:00	01:45:00
IFBaiano-Valenca	VEC 5013555	00:41:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:41:00
	VEC 5013556	00:41:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:41:00
	SDR 5539663	00:00:00	23:27:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	06:26:00	29:53:00
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	00:13:00	00:13:00
	VCA 5056311	00:00:00	17:15:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:21:00	17:36:00
UFOB-Barreiras	BES078813A	00:00:00	11:22:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:25:00	12:47:00
UFRB-Amargosa	ARA 5010399	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	00:44:00
	ARA 5010400	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	00:44:00
	UFRB-Ama-Piloto	00:00:00	06:51:00	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	06:51:00
UFRB-CruzAlmas	POP-PE-UFRB	08:22:00	57:58:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:26:00	66:46:00	
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	00:00:00	07:16:00	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	07:16:00
	SNJ V5Z SDR RNP DPDV 0002	00:00:00	07:44:00	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	07:44:00
UNIVASF-Juazeiro	SDR 5751274	10:45:00	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	00:00:00	10:45:00
	SDR 5751283	10:46:00	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	10:46:00
UNIVASF-SrBomfim	SBM 5014121	02:12:00	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	02:12:00
	SBM 5014122	02:09:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:09:00

Relatório de chamados abertos no mês de Set/2014 (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	2014.09.01, 11:27	2014.09.01, 13:12	01:45:00	10908	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2014.09.05, 08:01	2014.09.08, 08:11	72:10:00	10980	2014351404947
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2014.09.05, 08:01	2014.09.08, 08:11	72:10:00	10981	2014351409992
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2014.09.13, 16:23	2014.09.13, 16:38	00:15:00	11074	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2014.09.13, 16:24	2014.09.13, 16:38	00:14:00	11075	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2014.09.17, 00:17	2014.09.17, 12:34	12:17:00	11095	2014356614413
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2014.09.17, 00:16	2014.09.17, 12:34	12:18:00	11096	2014356618955
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2014.09.20, 05:50	2014.09.20, 10:19	04:29:00	11121	—
IFBA-Camacari	BAL2000004	2014.09.03, 15:28	2014.09.03, 16:00	00:32:00	10955	—
IFBA-Camacari	BAL2000004	2014.09.06, 23:05	2014.09.08, 13:42	38:37:00	11002	20140003592
IFBA-Camacari	BAL2000004	2014.09.19, 10:00	2014.09.24, 17:43	127:43:00	11114	20140003862
IFBA-Camacari	BAL2000004	2014.09.28, 00:14	2014.09.29, 08:23	32:09:00	11207	20140004036
IFBA-Camacari	BAL2000004	2014.09.28, 00:14	2014.09.29, 08:23	32:09:00	11208	—
IFBA-DiasDavila	DSA078513A	2014.09.12, 09:09	2014.09.12, 11:05	01:56:00	11066	—
IFBA-DiasDavila	DSA078513A	2014.09.21, 17:12	2014.09.21, 18:15	01:03:00	11130	—
IFBA-DiasDavila	DSA078513A	2014.09.24, 09:32	2014.09.24, 13:10	03:38:00	11164	137072014
IFBA-DiasDavila	DSA078513A	2014.09.28, 00:16	2014.09.28, 02:51	02:35:00	11209	—
IFBA-Eunapolis	BAL2000006	2014.09.03, 15:30	2014.09.03, 15:59	00:29:00	10956	—
IFBA-Eunapolis	BAL2000006	2014.09.06, 23:06	2014.09.09, 08:48	57:42:00	11003	20140003612
IFBA-Eunapolis	BAL2000006	2014.09.22, 22:01	2014.09.22, 22:16	00:15:00	11140	—
IFBA-Eunapolis	BAL2000006	2014.09.25, 02:41	2014.09.25, 08:52	06:11:00	11176	—
IFBA-Eunapolis	BAL2000006	2014.09.25, 17:16	2014.09.25, 18:30	01:14:00	11187	—
IFBA-Eunapolis	EUS RNP SDR RNP DPDV 0001	2014.09.25, 17:38	2014.09.25, 17:59	00:21:00	11188	—
IFBA-Eunapolis	EUS VSK SDR XYF DPDV 0001	2014.09.25, 17:38	2014.09.25, 18:00	00:22:00	11189	—
IFBA-Eunapolis	EUS RNP SDR RNP DPDV 0003	2014.09.25, 17:38	2014.09.25, 18:00	00:22:00	11190	—
IFBA-Eunapolis	BAL2000006	2014.09.29, 02:55	2014.09.29, 08:23	05:28:00	11215	—
IFBA-FeiraSantana	BAL2000007	2014.09.03, 15:30	2014.09.03, 15:59	00:29:00	10957	—
IFBA-FeiraSantana	BAL2000007	2014.09.06, 23:06	2014.09.08, 13:42	38:36:00	11004	20140003598
IFBA-FeiraSantana	BAL2000007	2014.09.23, 16:26	2014.09.25, 08:52	40:26:00	11153	20140003934
IFBA-FeiraSantana	BAL2000007	2014.09.29, 02:55	2014.09.29, 08:23	05:28:00	11216	—
IFBA-Jequie	JEE 5026329	2014.09.17, 10:54	2014.09.17, 11:21	00:27:00	11100	—
IFBA-Jequie	JEE 5026330	2014.09.17, 10:54	2014.09.17, 11:21	00:27:00	11101	—
IFBA-PortoSeguro	SDR 5489921	2014.09.02, 15:34	2014.09.02, 17:42	02:08:00	10930	—
IFBA-PortoSeguro	SDR 5751303	2014.09.02, 15:41	2014.09.02, 17:42	02:01:00	10931	—
IFBA-PortoSeguro	BAL2000013	2014.09.07, 01:43	2014.09.07, 13:43	12:00:00	11011	20140003601
IFBA-PortoSeguro	BAL2000013	2014.08.08, 17:48	2014.08.09, 09:20	15:32:00	11037	—
IFBA-PortoSeguro	BAL2000013	2014.09.25, 02:39	2014.09.25, 08:52	06:13:00	11177	20140003960
IFBA-PortoSeguro	BAL2000013	2014.09.29, 02:53	2014.09.29, 08:23	05:30:00	11214	—
IFBA-SantoAmaro	SDR 5489923	2014.09.06, 22:12	2014.09.07, 02:50	04:38:00	11000	—
IFBA-SantoAmaro	SDR 5789242	2014.09.06, 22:12	2014.09.07, 02:50	04:38:00	11001	—
IFBA-SimoesFilho	PRI-SDR 3017SQGRO	2014.09.04, 17:36	2014.09.05, 14:08	20:32:00	10975	505567201409041833
IFBA-SimoesFilho	SDR 301C8DT40	2014.09.24, 16:34	2014.09.24, 19:11	02:37:00	11172	534660201409241736
IFBA-Valenca	VEC 5012176	2014.09.03, 08:39	2014.09.03, 09:55	01:16:00	10940	—
IFBA-Valenca	VEC 5012450	2014.09.03, 08:39	2014.09.03, 09:55	01:16:00	10941	—
IFBA-Valenca	VEC 5012176	2014.09.04, 07:06	2014.09.04, 08:14	01:08:00	10960	—
IFBA-Valenca	VEC 5012450	2014.09.04, 07:06	2014.09.04, 08:14	01:08:00	10961	—
IFBaiano-Catu	CAU 5012900	2014.09.01, 11:27	2014.09.01, 13:12	01:45:00	10907	—
IFBaiano-Catu	CAU 5012900	2014.09.03, 10:58	2014.09.03, 11:18	00:20:00	10947	—
IFBaiano-Catu	CAU 5012900	2014.09.24, 10:38	2014.09.24, 13:12	02:34:00	11165	—
IFBaiano-Catu	CAU 5012899	2014.09.24, 10:38	2014.09.24, 13:12	02:34:00	11166	—
IFBaiano-Guanambi	SDR 5294443	2014.09.01, 11:26	2014.09.01, 13:12	01:46:00	10905	—
IFBaiano-Guanambi	SDR 5294443	2014.09.17, 00:28	2014.09.17, 12:24	11:56:00	11097	13269528
IFBaiano-Guanambi	SDR 5294443	2014.09.24, 02:59	2014.09.24, 12:51	09:52:00	11158	—
IFBaiano-Guanambi	SDR 5590496	2014.09.24, 02:42	2014.09.24, 12:52	10:10:00	11159	—
IFBaiano-Guanambi	SDR 5294443	2014.09.26, 10:04	2014.09.26, 10:42	00:38:00	11195	—
IFBaiano-Guanambi	SDR 5590496	2014.09.26, 10:04	2014.09.26, 10:42	00:38:00	11196	—
IFBaiano-SrBonfim	SBM 5015313	2014.09.09, 08:22	2014.09.09, 09:57	01:35:00	11034	—
IFBaiano-SrBonfim	SBM 5015314	2014.09.09, 08:22	2014.09.09, 09:57	01:35:00	11035	—
IFBaiano-SrBonfim	SBM 5015314	2014.09.13, 11:54	2014.09.13, 17:07	05:13:00	11072	—

IFBaiano-SrBonfim	SBM 5015313	2014.09.13, 11:53	2014.09.13, 17:07	05:14:00	11073	—
IFBaiano-Stalnes	SDR 5590529	2014.09.01, 11:27	2014.09.01, 13:12	01:45:00	10909	—
IFBaiano-Valenca	VEC 5013556	2014.09.04, 07:24	2014.09.04, 08:05	00:41:00	10964	—
IFBaiano-Valenca	VEC 5013555	2014.09.04, 07:24	2014.09.04, 08:05	00:41:00	10965	—
UFBA-VitConquista	SDR 5539663	2014.09.01, 11:27	2014.09.01, 13:12	01:45:00	10906	—
UFBA-VitConquista	VCA 5056311	2014.09.01, 19:26	2014.09.02, 12:41	17:15:00	10911	77841404819
UFBA-VitConquista	SDR 5539663	2014.09.02, 11:37	2014.09.03, 11:04	23:27:00	10925	13241954
UFBA-VitConquista	VCA 5052890	2014.09.12, 15:24	2014.09.12, 15:37	00:13:00	11068	—
UFBA-VitConquista	SDR 5539663	2014.09.12, 22:52	2014.09.13, 03:20	04:28:00	11071	—
UFBA-VitConquista	VCA 5056311	2014.09.15, 08:41	2014.09.15, 09:02	00:21:00	11079	—
UFBA-VitConquista	SDR 5539663	2014.09.25, 08:39	2014.09.25, 08:52	00:13:00	11181	—
UFOB-Barreiras	BES078813A	2014.09.23, 13:49	2014.09.23, 15:14	01:25:00	11151	—
UFOB-Barreiras	BES078813A	2014.09.30, 11:51	2014.09.30, 23:13	11:22:00	11230	141732014
UFRB-Amargosa	UFRB-Ama-Piloto	2014.09.03, 05:24	2014.09.03, 12:15	06:51:00	10943	—
UFRB-Amargosa	ARA 5010399	2014.09.04, 07:21	2014.09.04, 08:05	00:44:00	10962	13245760
UFRB-Amargosa	ARA 5010400	2014.09.04, 07:21	2014.09.04, 08:05	00:44:00	10963	13245762
UFRB-CruzAlmas	POP-PE-UFRB	2014.09.06, 07:26	2014.09.06, 12:51	05:25:00	10996	5092
UFRB-CruzAlmas	POP-PE-UFRB	2014.09.12, 19:54	2014.09.14, 11:21	39:27:00	11070	5201
UFRB-CruzAlmas	POP-PE-UFRB	2014.09.20, 05:40	2014.09.20, 06:06	00:26:00	11119	5284
UFRB-CruzAlmas	POP-PE-UFRB	2014.09.21, 19:00	2014.09.22, 13:31	18:31:00	11132	5288
UFRB-CruzAlmas	POP-PE-UFRB	2014.09.22, 13:36	2014.09.22, 16:33	02:57:00	11147	—
UFRB-StoAntonioJesus	SNJ V5Z SDR RNP DPDV 0002	2014.09.24, 07:27	2014.09.24, 15:11	07:44:00	11161	2014359624319
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	2014.09.24, 07:28	2014.09.24, 14:44	07:16:00	11162	2014359626033
UNIVASF-Juazeiro	SDR 5751283	2014.09.11, 23:33	2014.09.12, 10:19	10:46:00	11063	718410002411
UNIVASF-Juazeiro	SDR 5751274	2014.09.11, 23:34	2014.09.12, 10:19	10:45:00	11064	718410002402
UNIVASF-SrBomfim	SBM 5014121	2014.09.02, 14:59	2014.09.02, 17:11	02:12:00	10928	7484687135
UNIVASF-SrBomfim	SBM 5014122	2014.09.02, 15:02	2014.09.02, 17:11	02:09:00	10929	7484687162

Observações

- O cliente IFBA-Porto Seguro teve uma janela total de indisponibilidade, cujo ofensor foi a staff-pop, com duração aproximada de 15 horas. Essa se deu durante o período de transição do antigo circuito serial para o novo circuito contratado metro-ethernet;
- O cliente Hospital Santa Izabel teve uma janela total de indisponibilidade superior a 500 horas, por questões técnicas-administrativas da própria instituição.
- Alguns circuitos, por exemplo do IFBA-Barreiras, apresentaram diversas horas de indisponibilidade. Todavia, em contato com a operadora, a mesma insistiu em informar que normalizou sem nenhuma intervenção técnica. Como não temos como inferir com plena certeza que o ofensor foi realmente a operadora, inferimos como desconhecido.
- O cliente IFBA-DAvila possuiu 70.6918% e 211:01:08 horas de indisponibilidade nesse mês, conforme relatamos na sessão *Cientes Primários (por host)*. Contudo, na planilha *Indisponibilidade por tipo de falha referente ao mês de Set/2014 (cliente primários)* o valor total obtido é de 09:12:00 horas. Essa diferença existe porque a última planilha é gerada à partir da ferramenta RT, que computou incidentes relativos ao mês de Setembro. Por outro lado, a indisponibilidade da primeira tabela, Cliente Primários (por host), é coletada do Zabbix referente a disponibilidade absoluta do mês. Em outras palavras e nesse caso particular, tivemos um incidente com o roteador da instituição iniciado no final do mês de Agosto (ver relatório anterior) e só resolvido no início do mês de Setembro. Dessa forma, as estatísticas do RT de Setembro não computam essa incidente (uma vez que ela já foi computada em Agosto) - valor relativo - mas o Zabbix computa - valor absoluto.