

SLA Performance Summary for February 2010

All VT Tickets

Type	No. of tickets	Sev 1&2	Sev 3&4	No. of Response SLA fails	Overall Response SLA	Sev 1&2 Response SLA	Sev 3&4 Response SLA	No. of Fix SLA fails	Overall Fix SLA	Sev 1&2 Fix SLA	Sev 3&4 Fix SLA
HW	48	13	35	0	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%
WRB	6	0	6	0	100.00%	N/A	100.00%	0	100.00%	N/A	83.33%
DEL	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
STO	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
SW	7	0	7	0	100.00%	N/A	100.00%	0	N/A	N/A	100.00%
RBT	9	0	9	0	100.00%	N/A	100.00%	0	100.00%	N/A	100.00%
ERR	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
NET	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
VA	4	0	4	0	100.00%	N/A	100.00%	0	100.00%	N/A	100.00%
PRO	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
Yellow	0	0	6	6				0			
All	74	13	61	0	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%

Qualifying VT Tickets

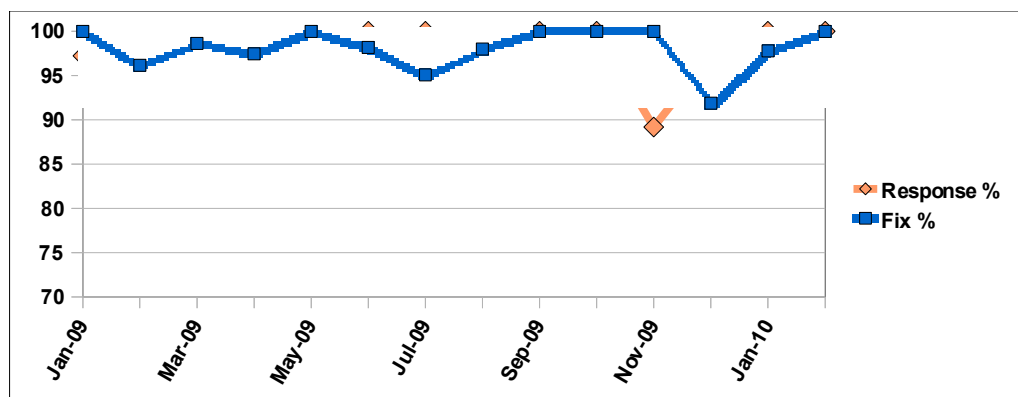
Type	No. of tickets	Sev 1&2	Sev 3&4	No. of Response SLA fails	Overall Response SLA	Sev 1&2 Response SLA	Sev 3&4 Response SLA	No. of Fix SLA fails	Overall Fix SLA	Sev 1&2 Fix SLA	Sev 3&4 Fix SLA
HW	48	13	35	0	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%
WRB	6	0	6	0	100.00%	N/A	100.00%	0	100.00%	N/A	83.33%
DEL	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
STO	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
SW	7	0	7	0	100.00%	N/A	100.00%	0	N/A	N/A	100.00%
RBT	9	0	9	0	100.00%	N/A	100.00%	0	100.00%	N/A	100.00%
ERR	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
NET	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
VA	4	0	4	0	100.00%	N/A	100.00%	0	100.00%	N/A	100.00%
PRO	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
Yellow	0	0	6	6				0			
Qualifying	57	13	44	0	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%

Legend:

HW	Hardware Break/Fix	Qualifying for SLA
WRB	Wintel Reboot	
DEL	Delivery Action	
STO	Storage Devices	
SW	Software	
RBT	Sun Reboot	Qualifying for SLA
ERR	Error	
NET	Network Activity	Qualifying for SLA
VA	Value Add	
PRO	Proactive Activity	
Yellow	Missed for valid reason	

Notes:

- a) 6 Yellow calls – 2 on HW and 4 on non-qualifying Types
HW yellow calls were due to engineers carrying out 1 x floor
And 1 x dealing with VT24189389

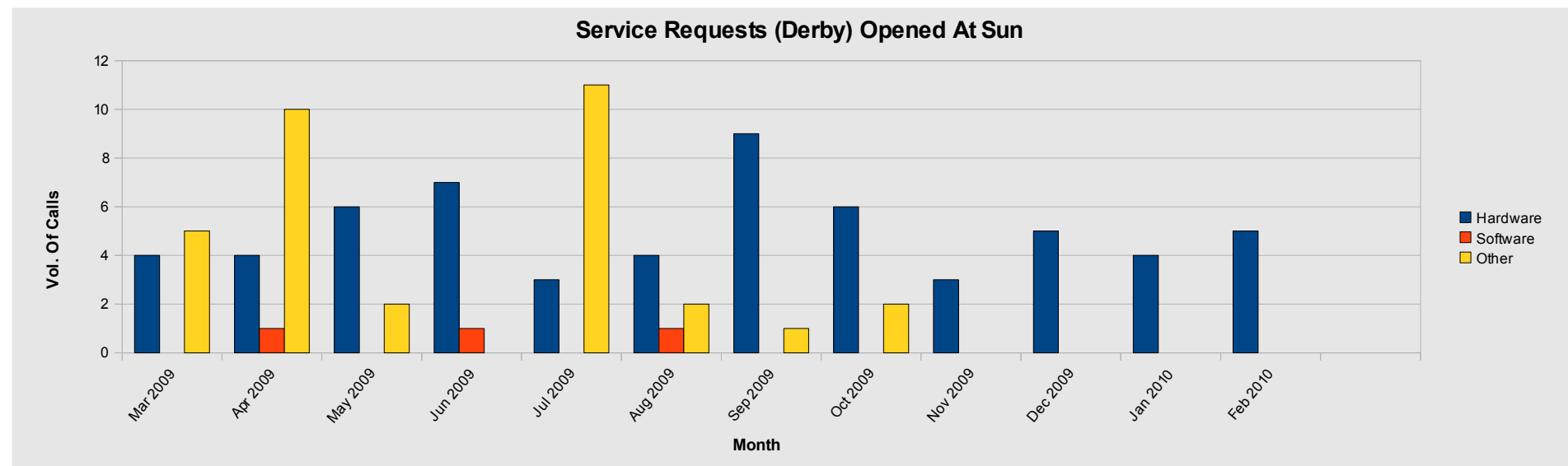


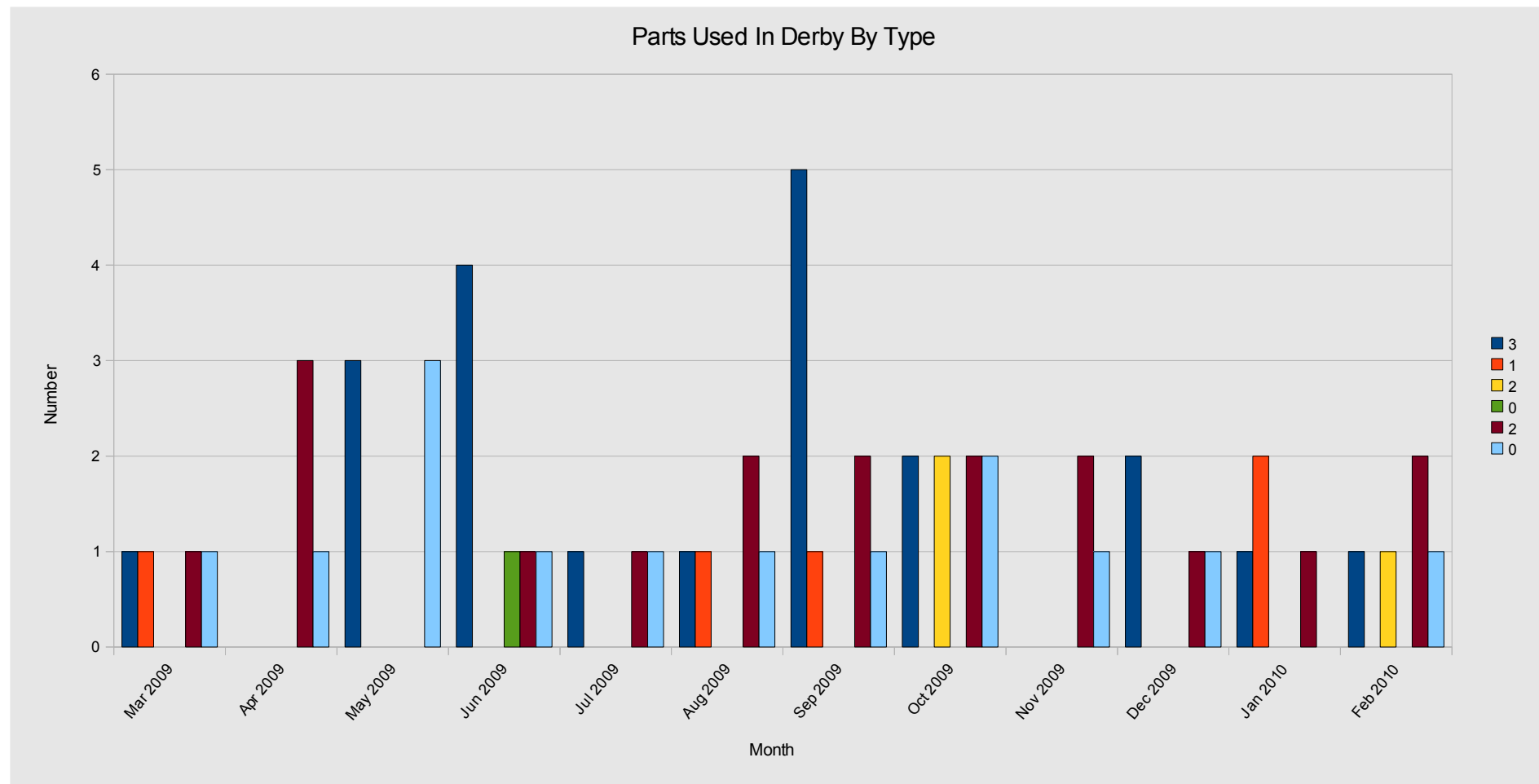
Number of Sun Service Requests opened at Egg over previous 12 months

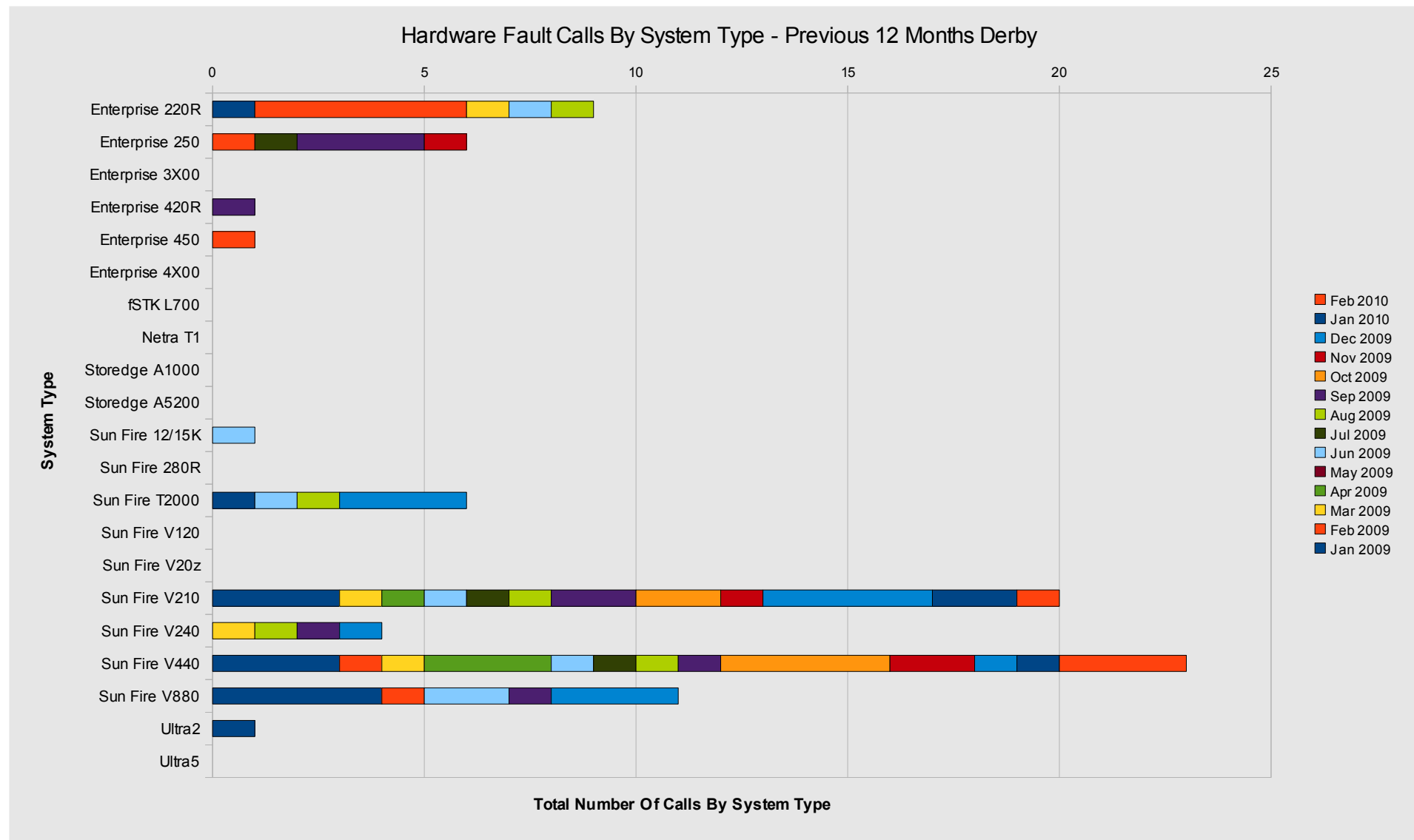
Summary by Fault Type

	Hardware	Software	Other	Total
Mar 2009	4	0	5	9
Apr 2009	4	1	10	15
May 2009	6	0	2	8
Jun 2009	7	1	0	8
Jul 2009	3	0	11	14
Aug 2009	4	1	2	7
Sep 2009	9	0	1	10
Oct 2009	6	0	2	8
Nov 2009	3	0	0	3
Dec 2009	5	0	0	5
Jan 2010	4	0	0	4
Feb 2010	5	0	0	5

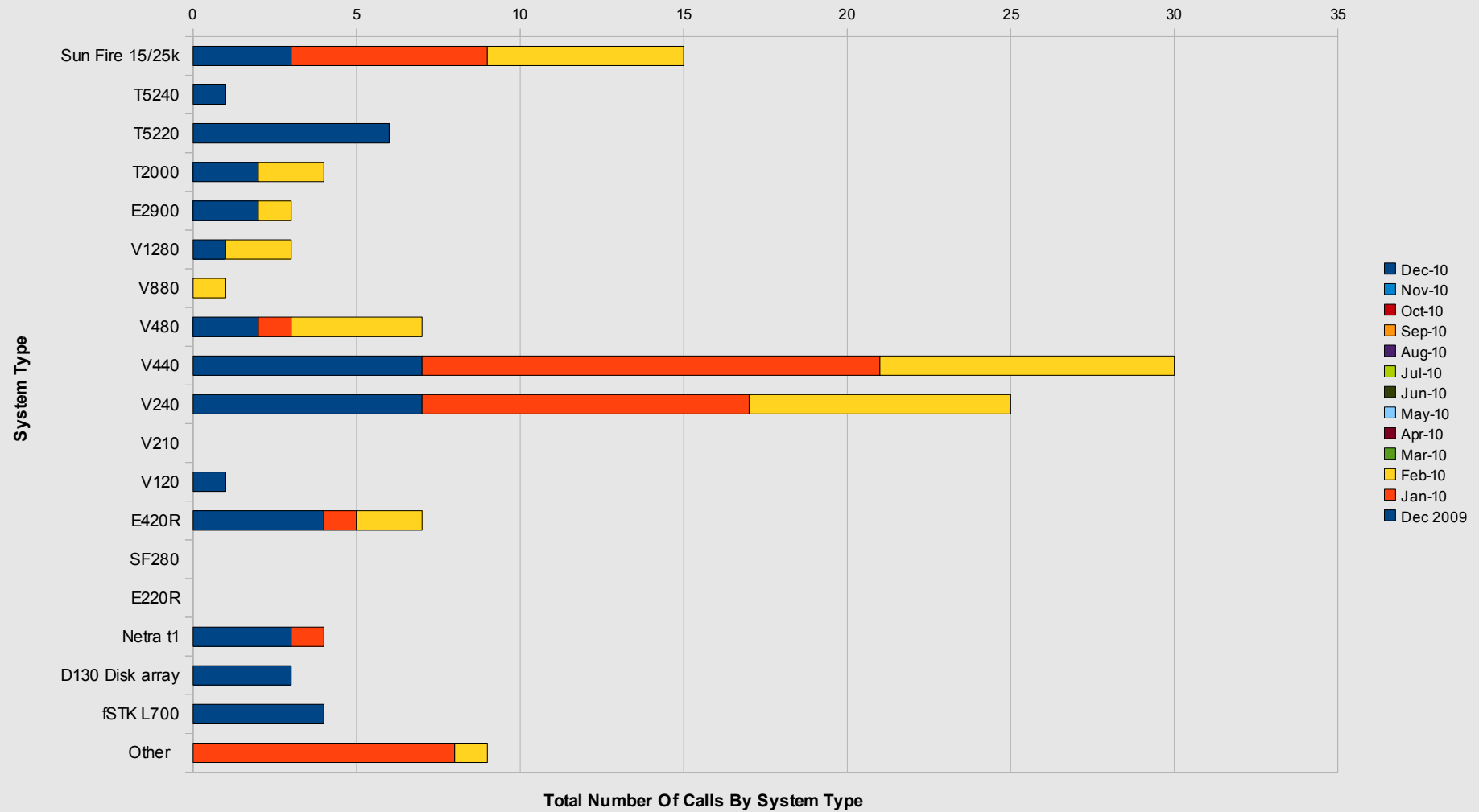
Sun calls by type
 Hw = parts used calls
 Sw -= other calls







Hardware Fault Calls By System Type - Previous 12 Months GCG/RDC

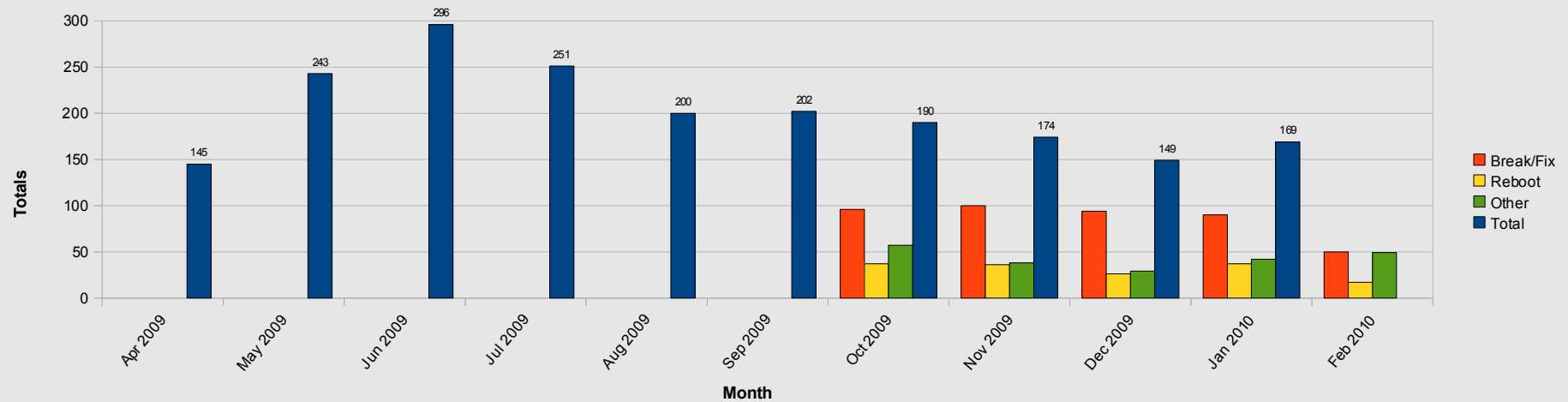


Wintel Platform (CGC/RDC) Call Stats

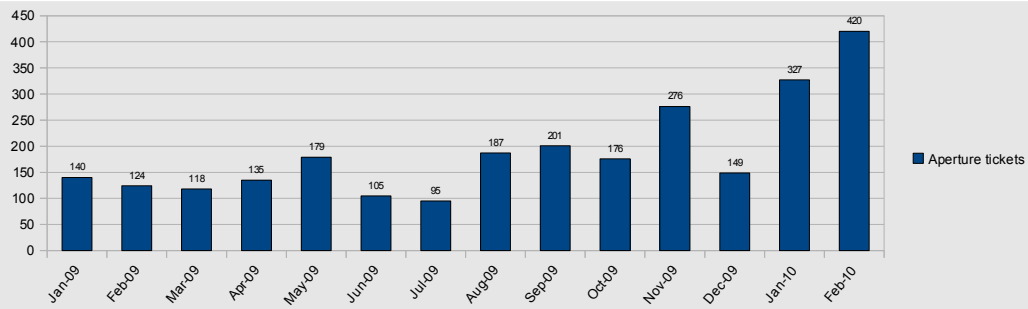
Summary by Fault Type

	Break/Fix	Reboot	Other	Total
Apr 2009				145
May 2009				243
Jun 2009				296
Jul 2009				251
Aug 2009				200
Sep 2009				202
Oct 2009	96	37	57	190
Nov 2009	100	36	38	174
Dec 2009	94	26	29	149
Jan 2010	90	37	42	169
Feb 2010	50	17	49	116

Wintel Call Trend



Hardware Team - Total Aperture Tickets Closed



Hardware Team - Breakdown of Aperture and VR

Install	Sun	Cisco	HP	IBM	HSM	Other	Total
1-Feb-10		6					6
8-Feb-10		24				9	33
15-Feb-10							0
22-Feb-10						5	5
Totals	0	30	0	0	0	14	44

Move	Sun	Cisco	HP	IBM	HSM	Other	Total
1-Feb-10	10		33	3		1	47
8-Feb-10	1		33	19			53
15-Feb-10	2	2	31	2		2	39
22-Feb-10	4		10				14
Totals	17	2	107	24	0	3	153

Upgrade	Sun	Cisco	HP	IBM	HSM	Other	Total (VR)
1-Feb-10	1						1
8-Feb-10							0
15-Feb-10							0
22-Feb-10	4						4
Totals	5	0	0	0	0	0	5

Retire	Sun	Cisco	HP	IBM	HSM	Other	Total
1-Feb-10	13		7			2	22
8-Feb-10	5	1	17			34	57
15-Feb-10	9		26				35
22-Feb-10	9		4			22	35
Totals	36	1	54	0	0	58	149

Rename	Sun	Cisco	HP	IBM	HSM	Other	Total
1-Feb-10	19		19				38
8-Feb-10			19				19
15-Feb-10			3				3
22-Feb-10	6		8				14
Totals	25	0	49	0	0	0	74

Hardware Team - Sun Installs and Retires by Week

Activity	Server Type	1-Feb-10	8-Feb-10	15-Feb-10	22-Feb-10	Total
Install	T2000					0
Install	V240					0
Install	T2000					0
Install	V440					0
Install	V490					0
Retire	E420R			1		1
Retire	SF280R					0
Retire	S 250R	1	1	1		3
Retire	E4500					0
Retire	E450R					0
Retire	SF280R					0
Retire	Ultra 2					0
Retire	V120			1		1
Retire	V440	3	2	2		7
Retire	Storedge S1	2			6	8
Retire	Netra D130				1	1
Retire	Netra T1	3				3
Retire	V240	1	2	1		4
Retire	V480	1			1	2
Retire	V880					0
Retire	Storedge T3					0
Retire	V1280					0
Retire	V445					0
Retire	A5000			1		1
Retire	E220R				1	1
Retire	V245	1				1
Retire	Ultra 1			1		1
Retire	D1000	1		1		2
Total		13	5	9	9	36

Hardware Team - Sun Installs and Retires by Serial Number									
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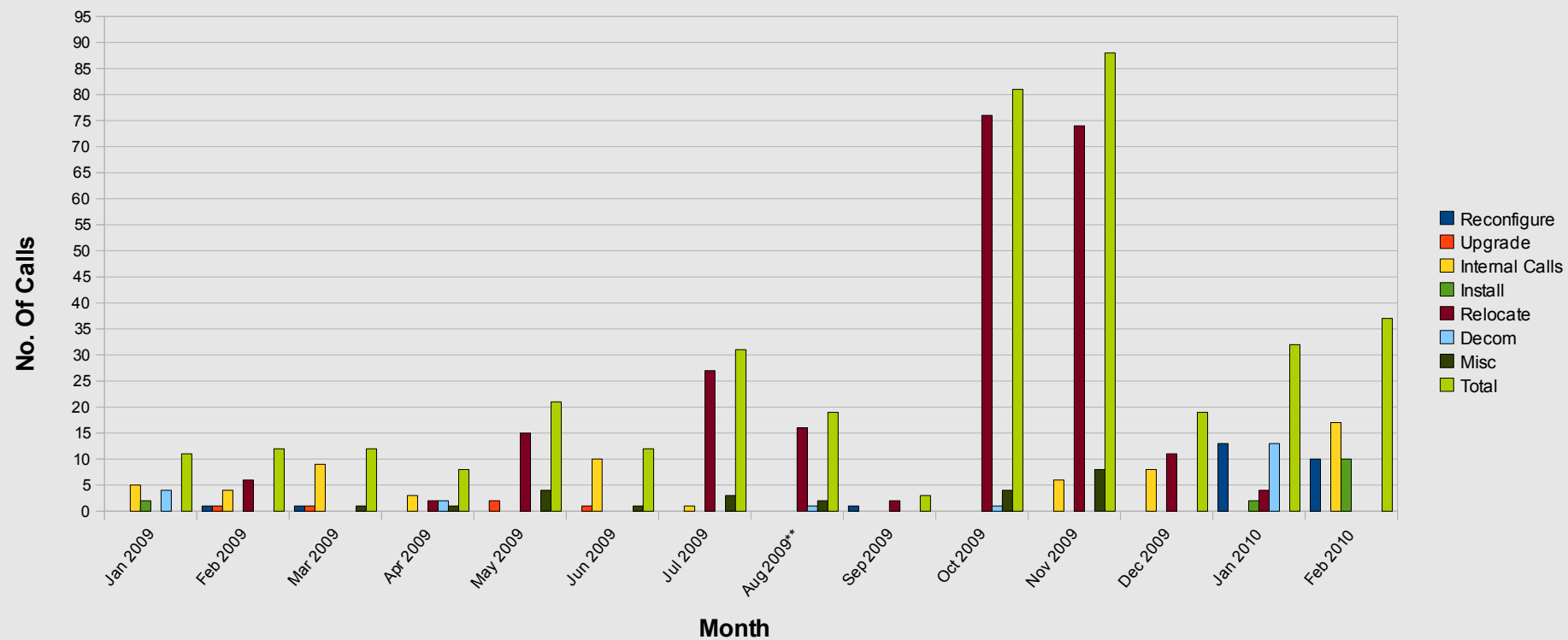
BAU

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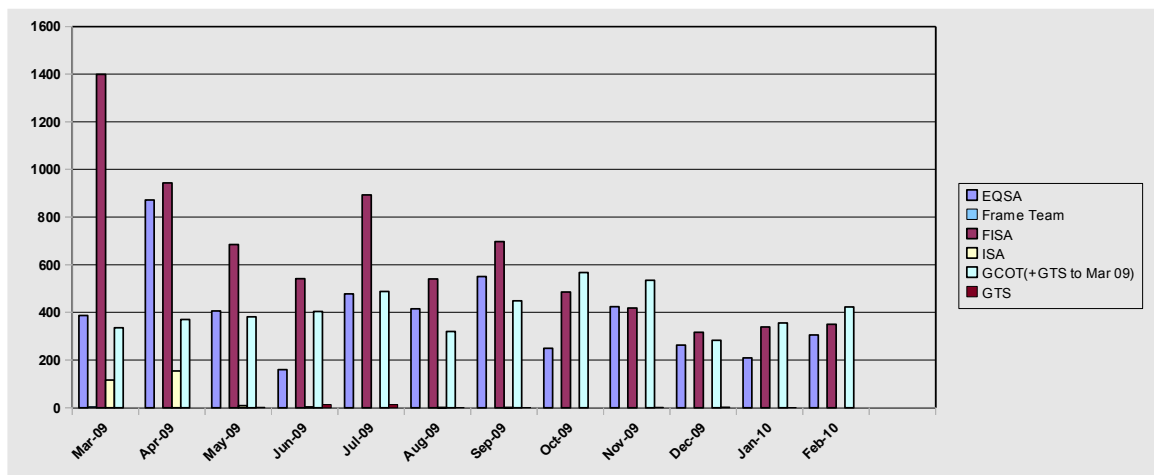
GCDS Retires

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On Site Requests (Derby)

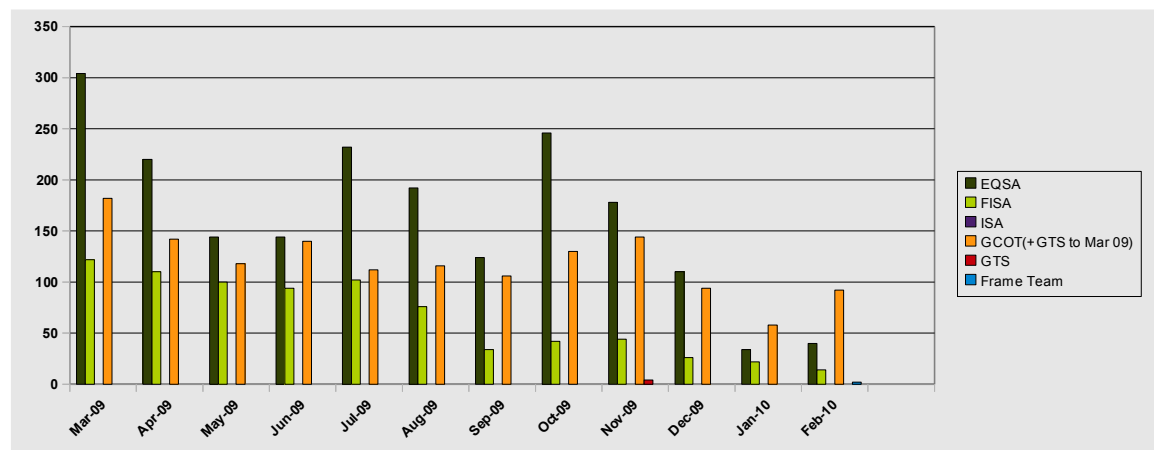


SA 24 x 7 Team - VT Incident Tickets Closed



	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
EQSA	387	872	406	160	478	415	550	249	424	263	209	305
FISA	1399	943	685	542	893	541	697	486	418	317	339	350
ISA	116	154	9	3	0	1	1	0	0	0	0	0
GCOT(+GTS to Mar 09)	336	370	382	404	488	320	449	567	535	283	356	423
GTS	0	0	2	13	13	1	1	0	2	3	1	0
Frame Team	0	0	0	0	0	0	0	0	0	4	0	0
Total	2238	2339	1484	1122	1872	1278	1698	1302	1379	870	905	1078

SA 24 x 7 Team - VR Tickets Closed



	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
EQSA	304	220	144	144	232	192	124	246	178	110	34	40
FISA	122	110	100	94	102	76	34	42	44	26	22	14
ISA	0	0	0	0	0	0	0	0	0	0	0	0
GCOT(+GTS to Mar 09)	182	142	118	140	112	116	106	130	144	94	58	92
GTS	0	0	0	0	0	0	0	0	4	0	0	0
Frame Team	0	0	0	0	0	0	0	0	0	0	0	2
Total	608	472	362	378	446	384	264	418	370	230	114	148

Parts Used Cost

January/February 2010 data still to be included
(this info is for December 09)

Parts Usage

CGC/RDC

Quantity	Part No	Part Description	Unit \$	Total \$
4	540-4904	FRU,DR,36GB,1"10K,SCSI3,S	321.2	1284.80
1	375-3227	M-BOARD,2X1.5GHZ,0MEG	2947.1	2947.10
1	370-7087	FRU,ASSY,PCI,RISER	37.12	37.12
1	371-0796	FRU,ASSY,2U,IN/FACE,BOARD	415.64	415.64
1	501-7953	FRU,FBDIMM,2GB,2RX8,667	106.06	106.06
2	501-7781	FRU,HUR,MB+TRAY,8-C1.17,D	9242.04	18484.08
1	300-1501	FRU,P/S,SSI MPS,680W,HOT	10.3	10.30
2	540-6611	FRU,DRIVE,73GB,SFF,SAS,RO	229.76	459.52
1	540-5455	73GB,10K,1"SCSI4,SPUD DRV	261.24	261.24
1	300-1488	FRU,PWR SUPPLY,A160,FJ2	312.56	312.56
1	300-1851	FRU,PS,SSI,MPS,680W,HOTPL	345.38	345.38
1	540-6229	FRU,DDR1,DIMMX2,512MB,SPD	235.58	235.58
1	540-4177	FRU,ASSY,18GB10K,1"SCSI,W	251.2	251.20
1	501-7386	ASSY,SDRAM,DIMM,1GB	203.92	203.92
1	541-2940	FRU,ASSY,FAN CPU,2U	76.68	76.68
1	540-4689	FRU,NEBS,36GB	321.2	321.20
1	540-4401	FRU,NEBS,18GB	212.14	212.14
			Total	25964.52

Derby

Quantity	Part No	Part Description	Unit \$	Total \$
2	540-5408	FRU,73GB,NON-PH	226.96	453.92
1	370-5126	FRU,HEATSINK,25MM,FANS,EN	219.62	219.62
1	300-1851	FRU,PS,SSI,MPS,680W,HOTPL	345.38	345.38
0			0	0.00
0			0	0.00
0			0	0.00
			Total	1018.92

End of Service Life Data Sun Hardware

Server Type	RDC	CGC	Derby(Egg)	Frankfurt	Total	EOSL
ULTRA 10	1	0			1	EOSL
STOREDGE A3500	1	0			1	EOSL
fSTK L25	4	0			4	EOSL
ULTRA 1	3	3			6	EOSL
STOREDGE L1000	0	1			1	EOSL
ENTERPRISE 420R	77	73			150	31-Dec-10
ULTRA 2	26	12			38	31-Dec-10
NETRA ST D130	60	45			105	31-Dec-10
FSTK 9310	2	2			4	31-Dec-10
ENTERPRISE 4500	2	5			7	31-Dec-10
ENTERPRISE 450	6	4			10	31-Dec-10
ENTERPRISE 220R	2	0			2	31-Dec-10
ULTRA 5	0	4			4	31-Dec-10
ENTERPRISE 250	19	20			39	31-Dec-10
ENTERPRISE 3500	0	1			1	31-Dec-10
STOREDGE T3	6	5			11	28-Feb-11
STOREDGE A5000	9	3			12	28-Feb-11
STOREDGE A5200	5	4			9	28-Feb-11
SUN FIRE V480	53	36			89	31-Mar-11
SUN FIRE 280R	28	23			51	30-Apr-11
SUN FIRE V60X	2	0			2	30-Apr-11
SUN FIRE 6800	5	0			5	31-May-11
SUN FIRE 15K	9	6			15	31-May-11
SUN FIRE 4800	2	3			5	31-May-11
fSTK L20	4	0			4	30-Jun-11
STOREDGE 3310	2	0			2	30-Jun-11
SUN FIRE V100	0	2			2	30-Jun-11
SUN FIRE V120	26	22			48	30-Jun-11
STOREDGE 3310	2	0			2	30-Jun-11
STOREDGE S1	181	125			306	30-Jun-11
SUN FIRE V880	19	13			32	30-Jun-11
STOREDGE D1000	5	7			12	30-Sep-11
NETRA T1 105	54	71			125	31-Dec-11
STOREDGE A5100	2	0			2	31-Dec-11
SUN FIRE V440	101	67			168	30-Nov-12
SUN FIRE X4600	1	0			1	30-Nov-12
SUN FIRE V240	207	126			333	30-Nov-12
SUN FIRE X4100	0	1			1	31-Jan-13
SUN FIRE V1280	24	13			37	30-Apr-13
SUN FIRE V245	8	5			13	31-Jul-13
SUN FIRE V445	15	0			15	31-Jul-13
fSTK L700	7	4			11	31-Jan-14
SUN FIRE V490	52	39			91	30-Apr-14
SUN FIRE V890	3	0			3	30-Apr-14
SUN FIRE E25K	2	0			2	30-Apr-14
SUN FIRE E2900	10	6			16	30-Apr-14
STOREDGE D240	4	0			4	30-Jun-14
STOREDGE 3510	3	1			4	30-Jul-14
STOREDGE 3320	2	2			4	30-Sep-14
SUN FIRE T5120	10	0			10	No Date
SUN FIRE T5240	1	0			1	No Date
SUN FIRE/NETRA T2000	7	6			13	No Date
SUN FIRE T5220	33	7			40	No Date
fSTK SL500					0	No Date
fSTK VSM4	1	1			2	No Date
Total	1099	764			1863	

Solaris Operating System

Release	Last Ship Date	Phase 1 End	Phase 2 End (EOSL)
Solaris 2.6	23 July 2001	23 July 2003	23 July 2006
Solaris 7	15 August 2003	5 August 2005	15 August 2008
Solaris 8	16 February 2007	31 March 2010	31 March 2012
Solaris 9	30 October 2009	30 October 2011	30 October 2014
Solaris 10	TBD	TBD	TBD

Phase 1 means no enhancements, no cosmetic bug fixes, no quarterly roll-ups. Patches via SunSolve
Phase 2 means only telephone support and access to existing patches in SunSolve

Other Products

Product	EOL Date
NetConnect	31 May 2009
CST	31 May 2009

End of Service Life Data HP Hardware

HP Industry Standard Servers	Platform Intro Date	Platform Discontinue Build date	Approx End of Service life	End of Service life Extension date
Systempro LT	January-92	September-94	September-1999	
Systempro 486	June-92	September-94	September-1999	
PL1000	September-93	May-95	March-2000	Extended to Dec 2006
PL4000	September-93	September-95	September-2000	
PL2000	September-93	October-95	October-2000	
ProSignia VS 486	March-94	August-96	August-2001	
ProSignia 586	May-93	August-96	August-2001	
ProSignia 486	October-92	August-96	August-2001	
Systempro XL	October-92	September-96	September-2001	
PL4500	February-96	January-97	January-2002	
ProSignia 500	November-94	February-97	February-2002	Extended to Dec 2009
PL1500	February-95	May-97	May-2002	
Prosignia 300	February-95	June-97	June-2002	Extended to Dec 2009
PL1500	February-95	September-97	September-2002	
PL5000	June-96	March-98	March-2003	Extended to July 2010
PL2500	October-96	August-98	August-2003	
PL850R	May-97	December-98	December-2003	Extended in UK (Dec 2007)
PL1200	November-97	December-98	December-2003	
Prosignia 200	January-97	March-99	March-2004	
PL7000	September-97	March-00	March-2005	
PL6000	May-97	March-00	March-2005	Some countries extended
NEOSERVER	March-99	March-00	March-2005	Some countries extended
PL400	December-98	June-00	June-2005	
Prosignia 740	November-98	July-00	July-2005	
PL800	January-97	July-00	July-2005	Some countries extended
Prosignia 720	December-98	August-00	August-2005	
PL1600	November-97	August-00	August-2005	
PL3000	November-97	September-00	September-2005	
PL6500	August-97	December-00	December-2005	
CL1850R	November-99	December-00	December-2005	
PL6400R	March-99	March-01	March-2006	Extended to July 2010
PL5500	September-98	March-01	March-2006	Extended to July 2010
TaskSmart C-Series	July-99	September-01	September-2006	
PL8500	August-99	December-01	December-2006	Extended to Oct 2009
PL8000	August-99	December-01	December-2006	Extended to Jan 2009
PL1850R	August-98	December-00	December-2006	
ML370 G1	January-00	December-01	December-2006	Extended to April 2008
ML330 G1	May-00	December-01	January-2007	
DL380 G1	January-00	December-01	December-2006	Extended to Dec 2013
CL380	June-00	February-02	February-2007	
ML350 G1	February-00	March-02	March-2007	Extended to Jan 2009
ML330e	June-00	March-02	March-2007	
CL380 Cluster	June-00	March-02	March-2007	
DL590 (Itanium)	January-02	September-02	September-2007	
ML530 G1	February-00	November-02	November-2007	Extended to Jan 2010
ML750	June-01	December-02	December-2007	Extended to Dec 2009
DL360 G1	June-00	December-02	February-2008	Extended to Jan 2010
DL580 G1	June-01	January-03	January-2008	Extended to April 2010
ML350 G2	October-01	February-03	February-2008	
ML570 G1	June-00	March-03	March-2008	Extended to April 2010
ML370 G2	July-01	March-03	March-2008	Extended to Jan 2010
DL760	June-01	June-03	June-2008	
DL380 G2	July-01	June-03	June-2008	Extended to Jan 2015
DL360 G2	January-02	June-03	June-2008	
BL20p G1	October-02	June-03	June-2008	
DL320 G1	November-00	December-03	December-2008	
ML330 G2	October-01	April-04	April-2009	
TC2120	April-03	May-04	May-2009	
ML310 G1	October-02	July-04	July-2009	
BL10e	February-02	July-04	July-2009	
ML530 G2	July-02	October-04	October-2009	
BL10e G2	July-03	October-04	October-2009	
ML350 G3	October-02	January-05	January-2010	
DL380 G3	November-02	January-05	January-2010	
DL360 G3	January-03	January-05	January-2010	
ML110 G1	March-04	April-05	April-2010	

DL320 G2	February-03	April-05	April-2010	
BL20p G2	April-03	May-05	May-2010	
ML330 G3	May-03	July-05	July-2010	
DL145 G1	May-03	August-05	August-2010	
DL140 G1	November-03	August-05	August-2010	
BL40p	April-03	October-05	October-2010	
BL30p	July-04	October-05	October-2010	
DL580 G2	August-02	November-05	November-2010	
ML570 G2	November-02	November-05	November-2010	
ML370 G3	October-02	December-05	December-2010	
DL360 G4	August-04	December-05	December-2010	
ML350 G4	August-04	December-05	December-2010	
DL560	March-03	January-06	January-2011	
ML110 G2	February-05	January-06	January-2011	
ML310 G2	March-05	March-06	March-2011	
DL760 G2	April-03	May-06	May-2011	
DL740	April-03	May-06	May-2011	
DL320 G3	March-05	June-06	June-2011	
ML150 G2	November-04	June-06	June-2011	
DL140 G2	May-05	October-06	October-2011	
DL360 G4p	March-05	December-06	December-2011	
ML110 G3	September-05	January-07	January-2012	
DL580 G3	May-05	January-07	January-2012	
ML570 G3	May-05	January-07	January-2012	
ML310 G3	November-05	January-07	January-2012	
DL585	May-04	January-07	January-2012	
DL385	March-05	January-07	January-2012	
DL320 G4	December-05	February-07	February-2012	
ML350 G4p	May-05	February-07	February-2012	
ML370 G4	August-04	February-07	February-2012	
DL380 G4	August-04	February-07	February-2012	
BL25	March-05	February-07	February-2012	
BL45	May-05	February-07	February-2012	
DL145 G2	May-05	February-07	February-2012	
BL20p G3	September-04	February-07	February-2012	
BL35p	March-05	December-07	December-2012	
BL20p G4	July-06	December-07	December-2012	
BL25p G2	December-06	December-07	December-2012	
BL45p G2	December-06	December-07	December-2012	
ML110 G4	October-06	February-08	February-2013	
ML310 G4	October-06	February-08	February-2013	
DL320 G5	October-06	April-08	April-2013	
ML570 G4	September-06	April-08	April-2013	
DL580 G4	June-06	April-08	April-2013	
ML150 G3	July-06	May-08	May-2013	
DL140 G3	July-06	June-08	June-2013	
DL145 G3	January-07	June-08	June-2013	
ML115	March-07	July-08	July-2013	
DL385 G2	October-06	September-08	September-2013	
DL365	November-06	October-08	October-2013	
BL465	September-06	October-08	October-2013	
DL585 G2	October-06	October-08	October-2013	
BL685	December-06	December-08	December-2013	
BL480	June-06	June-09	June-2014	
ML310 G5	November-07	June-09	June-2014	
DL160 G5	January-08	June-09	June-2014	
DL180 G5	February-08	June-09	June-2014	
ML150 G5	February-08	June-09	June-2014	
DL385 G5	April-08	June-09	June-2014	
DL160 G5p	October-08	June-09	June-2014	
BL460 G5	December-08	June-09	June-2014	

Derby

Derby:						
SR Number	Sev	Serial Number	Problem Summary	Creation Date	Close Date	Item Description
72406414	2	TM54820029	Parts Only (370-5126)x1 CPU heatsink/Fan	05-Feb-10 08:21:19 AM	05-Feb-10 08:51:32 AM	Sun Fire V210
72406474	2	0420AL063B	Parts Only (540-6230)x1	05-Feb-10 08:27:08 AM	05-Feb-10 08:45:17 AM	Sun Fire V440
72411870	3	0418AL0367	[PLAT]Solaris 9: IPMP problems	07-Feb-10 05:36:11 AM	15-Feb-10 08:16:40 AM	Sun Fire V440
72452512	2	137Q001C	[parts] Faulty HDD on E450, pn: 540-4521 x 1	15-Feb-10 05:38:59 AM	15-Feb-10 05:46:40 AM	Ultra Enterprise 450
72498672	1	0418AL04AF	[PLAT] PARTS ONLY, SF V440, X1, P/N:540-6336 9 (MOTHERBOARD)	23-Feb-10 06:19:28 AM	23-Feb-10 06:44:12 AM	Sun Fire V440
72505816	2	0412AL0079	PARTS [plat]Sun Fire V440:Faulty power supplies (300-1851)x2	24-Feb-10 04:11:39 AM	24-Feb-10 04:46:07 AM	Sun Fire V440

CGCandRDC

CGC/RDC:						
SR Number	Sev	Serial Number	Problem Summary	Creation Date	Close Date	Item Description
72382610	3	0518AL4648	[PARTS&PLAT] SF V440: To replenish TSL, P/N: (540-4367)X1	02-Feb-10 12:58:34 AM	02-Feb-10 01:29:18 AM	Sun Fire V440
72382630	2	0511AL3CF1	[ESP PLAT] Sun Fire V440 : SEE NOTES, PARTS ONLY	02-Feb-10 01:02:48 AM		Sun Fire V440
72398786	3	306Q0034	[plat] parts only, V440 36gb disk, to replenish tsl, p/n: 540-4525, x1	04-Feb-10 05:44:53 AM	04-Feb-10 05:55:26 AM	Sun Fire V480
72399704	2	311Q0065	parts only [PLAT] SF V480:FAULTY DISK (540-4910)x1	04-Feb-10 07:49:38 AM	04-Feb-10 08:04:28 AM	Sun Fire V480
72399896	1	0748MM20E9	[EMEA][PLAT] E25K, Hi load on server/ performance health check	04-Feb-10 08:23:36 AM	15-Feb-10 04:00:57 AM	Sun Fire E25K
72409410	3	TN52551184	[PLAT]PARTS ONLY (371-0837) x 1	05-Feb-10 08:23:02 PM	08-Feb-10 06:10:50 AM	Sun Fire V240
72422888	2	318Q0116	[PLAT]@CITI V880 : P2 : QLC is reporting errors on EMC storage disks.	09-Feb-10 03:47:39 AM	12-Feb-10 01:28:41 AM	Sun Fire 880
72434340	2	111S0CC6	[PARTS@PLAT] E420R: PSU (P/N 300-1449)X1	10-Feb-10 08:14:10 PM	11-Feb-10 12:57:29 AM	Ultra Enterprise 420R
72443334	2	0506NNA01B	[PLAT] E2900 persistent memory errors [int.ref.23977428].	12-Feb-10 07:00:30 AM		Sun Fire E2900
72443876	3	0415AL015F	[PLAT]PARTS ONLY (300-1851) x 1	12-Feb-10 08:22:02 AM		Sun Fire V440
72446566	3	HN32211187	[PARTS@PLAT] SF V240: Heatsink & fans (P/N 371-0837)X2	12-Feb-10 09:42:26 PM	15-Feb-10 04:19:40 AM	Sun Fire V240
72447188	2	HN32452526	[plat] Parts only, To replenish TSL, p/n:540-4904	13-Feb-10 06:08:47 AM	15-Feb-10 07:36:18 AM	Sun Fire V240
72447318	1		[PLAT]SOLARIS8: server hangs on S72inetsvc when booting: No interfaces configured	13-Feb-10 07:34:37 AM	14-Feb-10 08:49:16 AM	
72449436	3	105A071D	CC18 [PLATINUM] SE420: system rebooted	14-Feb-10 12:19:00 PM	22-Feb-10 03:44:32 AM	Ultra Enterprise 420R
72450794	2	0408MM2982	[TTR4] V1280 - server became unresponsive over night, RCA needed	15-Feb-10 12:18:25 AM	16-Feb-10 01:38:38 AM	Sun Fire V1280
72455304	3	0346AD1163	[PARTS ONLY, PLAT] Sun Fire V480: TSL Replenish PSU (p/n: 300-1851) x 1	15-Feb-10 01:36:36 PM	16-Feb-10 12:08:54 AM	Sun Fire V440
72460090	2	0409AL01F7	[PLAT][PARTS]: V440: p/n: 300-1851 x1: PSU: OTRS see notes	16-Feb-10 08:39:31 AM	16-Feb-10 08:59:00 AM	Sun Fire V440

CGCandRDC

72461386	3	TN52551186	[PLAT&ELIT]: [PARTS]: V240: cpu fan heat sync: p/n 371-0837 x1 : OTRS see notes	16-Feb-10 12:04:57 PM	17-Feb-10 01:14:56 AM	Sun Fire V240
72464474	1	TN43340620	[PLAT] SF V240: disk faulty (check if internal or external) (int ref VT24038357)	17-Feb-10 01:50:21 AM	17-Feb-10 04:33:45 AM	Sun Fire V240
72464888	2	0603AL00AA	CB:01 [PLAT] V440: cannot log into single user mode after patching {int ref VT24039419}	17-Feb-10 03:02:07 AM		Sun Fire V440
72465578	2	311Q01DF	CC [Plat] V480 tcdsopsprod81 : Persistent CEs errors Bd A/J3101	17-Feb-10 05:31:28 AM		Sun Fire V480
72477286	2	0520AL48DF	V440: faulty HBA.	18-Feb-10 05:40:06 PM	24-Feb-10 08:57:36 AM	Sun Fire V440
72484770	3	HN33633755	Parts Only (371-0837)x1	20-Feb-10 04:36:52 AM	23-Feb-10 07:30:13 AM	Sun Fire V240
72484984	1	826M2BFF	[PARTS] E4500: cpu/fan for V240, P/N:(371-0837)X1	20-Feb-10 07:06:03 AM	20-Feb-10 07:43:52 AM	Ultra Enterprise 4500
72485210	3	826M2BFF	[PARTS] E4500: PARTS REQUIRED, P/N:(370-4412)X1	20-Feb-10 08:56:48 AM	22-Feb-10 09:06:20 AM	Ultra Enterprise 4500
72500180	2		[PREM] JAVA; JAVA APPLICATION CRASHES	23-Feb-10 08:26:42 AM		Sun ONE Web Server
72512850	1	0724NNN18H	[PLAT] - T2000 - FT2 fan failed - VT24168365	25-Feb-10 01:45:02 AM	25-Feb-10 03:32:56 AM	Sun Fire T2000
72513210	1	0436MM2027	CB:01[PLAT] - E15K - possible memory fault - VT24158363	25-Feb-10 02:44:38 AM		Sun Fire E15K
72513252	2	HN33611559	V240/ Solaris 8 TM child: exec Service failed when logging into solaris	25-Feb-10 02:53:23 AM		Sun Fire V240
72514884	1	309Q0230	DND [PLAT] - V480 - FMADM alerts - VT24158342	25-Feb-10 06:55:04 AM		Sun Fire V480
72515028	3	0351MM24CF	[PLAT] PARTS ONLY, SFV1280: TO REPLENISH TSL. P/N: 540-6600, X1	25-Feb-10 07:08:52 AM	25-Feb-10 07:39:02 AM	Sun Fire V1280
72521488	2	0748MM20E9	[esc] [PLAT] - E25K - performace issue on one domain	26-Feb-10 04:56:19 AM		Sun Fire E25K
72522606	2	0517AN0144	[PLATINUM] / V490 Memory errors	26-Feb-10 07:35:40 AM		Sun Fire V490
72526132	3	0415MM2002	[PLAT]PARTS ONLY (540-6600) x 1	26-Feb-10 05:57:19 PM	01-Mar-10 12:34:15 AM	Sun Fire E15K
72529240	1	0748MM20E9	WC: 05/03:PLAT:Domain rdcgsrcxsa01p EMC luns go offline then node panics "freeing free block" (Citi Ref: 24207895)	28-Feb-10 09:22:36 AM		Sun Fire E25K

Germany

Germany:						
SR Number	Sev	Serial Number	Problem Summary	Creation Date	Closed Date	Item Description
72376490	2	0752MM203A	close PO 01.02. SF E25K: Broken disk c0t3d0, Part required: 390-0265 (VT23784476)	02/01/10 04:46 AM	02/03/10 09:59 PM	Sun Fire E25K
72383892	3	0503AL331A	(CC) SF V440: Broken disk c1t1d0, Part Required 540-5456 (VT23797726)	02/02/10 04:25 AM	02/07/10 03:20 PM	Sun Fire V440
72384890	3	224C7207	AC 03/02 (GOLD+) hardware impending failure data error rate too high	02/02/10 06:57 AM	02/03/10 06:36 AM	Disk Subsystem
72405792	2	BEL08109AK	AC [gold] T5220 Psu failed	02/05/10 07:01 AM	02/10/10 03:51 PM	Sun Fire T5220
72435876	3	0748MM20E8	FS--/ SF E25K: Memory BUG? error SB6-P2 is faulty	02/11/10 03:43 AM	02/23/10 11:15 PM	Sun Fire E25K
72442994	2	BEL08077SD	T5220: (SUNCluster 3.2) Node2 df output makes no sense	02/12/10 05:55 AM	Pending customer	Sun Fire T5220
72480698	2	0622AL1351	EM: [PLAT] SFV440 outage - RCA, follow up to : CASE 72357768	02/19/10 07:38 AM	06/06/10 05:48 PM	Sun Fire V440
End of February 2010 report:						

Hardware MCSC/VT Calls Logged

	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
VT	36	27	32	51	49	99	93
MCSC (UK,CH,D)	21	43	57	90	69	42	57

	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
Hardware	21	25	23	39	33	44	52
Other (sto,rbt,net,del,va)	10	1	9	12	16	50	32
Software	5	1	0	0	0	5	9

	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
CGC	23	15	13	31	17	39	41
RDC	13	12	19	20	32	53	52

Month	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09
Aperture tickets	140	124	118	135	179	105	95

SA VT

	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09
EQSA	363	706	387	872	406	160	478
FISA	682	741	1399	943	685	542	893
ISA	83	9	116	154	9	3	0
GCOT(+GTS to Mar 09)	495	488	336	370	382	404	488
GTS	0	0	0	0	2	13	13
Frame Team	0	0	0	0	0	0	0
Total	1623	1944	2238	2339	1484	1122	1872

SA VR

	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09
EQSA	176	248	304	220	144	144	232
FISA	102	92	122	110	100	94	102
ISA	0	0	0	0	0	0	0
GCOT(+GTS to Mar 09)	52	118	182	142	118	140	112
GTS	0	0	0	0	0	0	0
Frame Team	0	0	0	0	0	0	0
Total	330	458	608	472	362	378	446

	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09
E*5K calls	1	3	2	2	3	4	3

SLA

	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09
Response %	97.22	96.15	98.63	97.44	95.80	100.00	100.00
Fix %	100.00	96.15	98.63	97.44	100.00	98.18	95.08

For Bill	Oct-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jul-09
Expertise, not part or TSL							2
Expertise plus part not in TSL							26
Part only for TSL replenishment							11
							39

Calls By system Type

	Dec 2009	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
Sun Fire 15/25k	3	6	6				
T5240	1						
T5220	6						
T2000	2		2				
E2900	2		1				
V1280	1		2				
V880	0		1				
V480	2	1	4				
V440	7	14	9				
V240	7	10	8				
V210	0						
V120	1						
E420R	4	1	2				
SF280	0						
E220R	0						
Netra t1	3	1					
D130 Disk array	3						
fSTK L700	4						
Other	0	8	1				
TOTAL	46	41	36	0	0	0	0

Oct-08	Nov-08	Dec-08
126	107	70
42	42	32

Oct-08	Nov-08	Dec-08
46	43	30
70	55	40
10	9	0

Oct-08	Nov-08	Dec-08
61	43	28
65	62	41

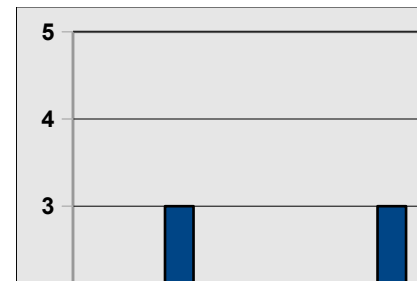
Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
187	201	176	276	149	327	420

Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
415	550	249	424	263	209	305
541	697	486	418	317	339	350
1	1	0	0	0	0	0
320	449	567	535	283	356	423
1	1	0	2	3	1	0
0	0	0	0	4	0	0
1278	1698	1302	1379	870	905	1078

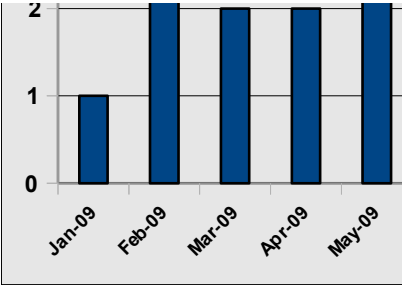
Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
192	124	246	178	110	34	40
76	34	42	44	26	22	14
0	0	0	0	0	0	0
116	106	130	144	94	58	92
0	0	0	4	0	0	0
0	0	0	0	0	0	2
384	264	418	370	230	114	148

Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
4	2	3	2	2

Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
98.00	100.00	100.00	89.19	97.30	100	100
98.00	100.00	100.00	100.00	91.89	97.78	100



Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	
13	8	7	0	0	x80
12	3	10	0	0	x(371+80)
12	9	23	0	0	x371
37	20	40	0	0	



Jul-10

Aug-10

Sep-10

Oct-10

Nov-10

Dec-10

0

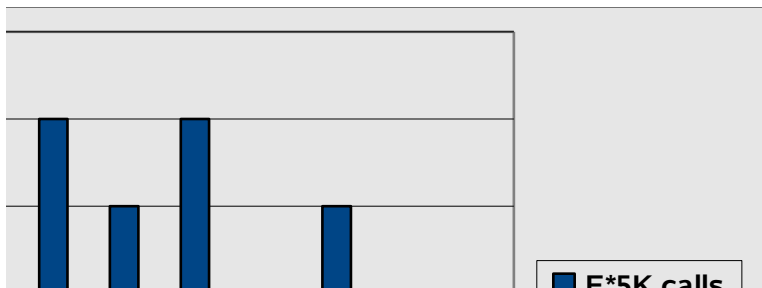
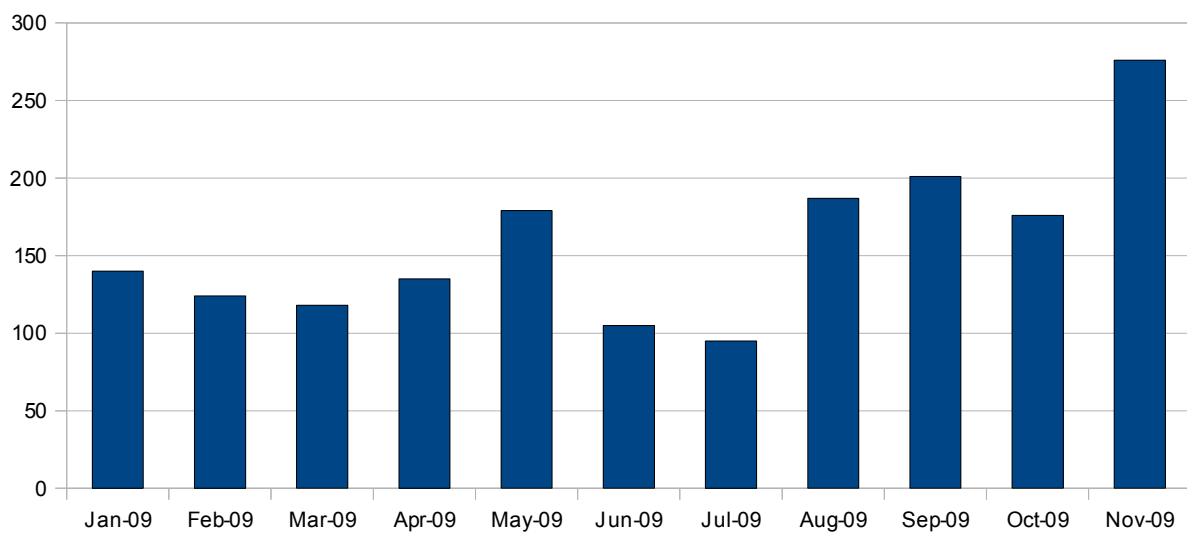
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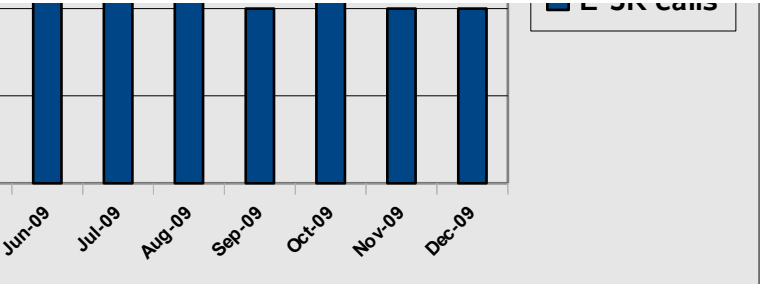
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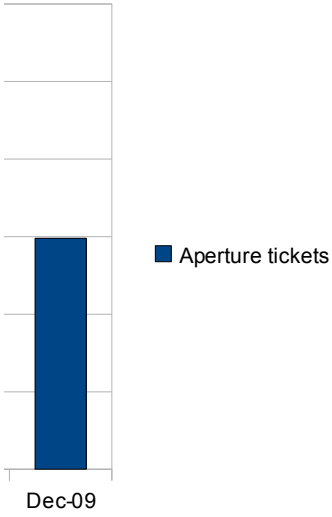
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[illegible]

Jan-1990	27
July-1990	35
Dec-1990	37
Nov-1991-1992	102
Oct-1992-1993	101
Nov-1993-1994	111
Nov-1994-1995	110
Oct-1995-1996	100
Nov-1996-1997	100
Nov-1997-1998	100
July-1999	100
May-1999	9
Jan-1999	100
July-1999	9
Nov-1999-1998	100
Oct-1998-1999	9
Nov-1999-1998	9
Nov-1998-1999	100

Descriptive Statistics		Descriptive Statistics: Descriptive Statistics		
Variable	Mean	Std. Deviation	Minimum	Maximum
Age	35.50	12.50	20	50
Gender	1.50	1.00	1	2
Marital Status	1.50	1.00	1	2
Education	15.50	2.50	10	20
Income	35.50	15.50	20	50
Health	1.50	1.00	1	2
Smoking	1.50	1.00	1	2
Alcohol	1.50	1.00	1	2
Exercise	1.50	1.00	1	2
Stress	1.50	1.00	1	2
Sleep	1.50	1.00	1	2
Appetite	1.50	1.00	1	2
Mood	1.50	1.00	1	2
Energy	1.50	1.00	1	2
Concentration	1.50	1.00	1	2
Memory	1.50	1.00	1	2
Emotion	1.50	1.00	1	2
Behavior	1.50	1.00	1	2
Thought	1.50	1.00	1	2
Feeling	1.50	1.00	1	2
Perception	1.50	1.00	1	2
Attention	1.50	1.00	1	2
Intuition	1.50	1.00	1	2
Imagination	1.50	1.00	1	2
Reason	1.50	1.00	1	2
Logic	1.50	1.00	1	2
Science	1.50	1.00	1	2
Art	1.50	1.00	1	2
Music	1.50	1.00	1	2
Dance	1.50	1.00	1	2
Sports	1.50	1.00	1	2
Gardening	1.50	1.00	1	2
Cooking	1.50	1.00	1	2
Reading	1.50	1.00	1	2
Writing	1.50	1.00	1	2
Traveling	1.50	1.00	1	2
Volunteering	1.50	1.00	1	2
Shopping	1.50	1.00	1	2
Eating	1.50	1.00	1	2
Drinking	1.50	1.00	1	2
Smoking	1.50	1.00	1	2
Exercise	1.50	1.00	1	2
Stress	1.50	1.00	1	2
Sleep	1.50	1.00	1	2
Appetite	1.50	1.00	1	2
Mood	1.50	1.00	1	2
Energy	1.50	1.00	1	2
Concentration	1.50	1.00	1	2
Memory	1.50	1.00	1	2
Emotion				

	Median	Q1	Q3	Mean	Standard Deviation	Skewness	Kurtosis
Age - 1999	71	55	80	69	12	0	3
Age - 2000	71	55	80	69	12	0	3

[illegible]