

**Network Operations Center
Weekly OUTAGE Report
12/21/2008 - 12/27/2008**

Incident Number	Type	Title	Date Submitted	Date Resolved	Incident Solution
38929	PSA Network Connectivity	Outage: AE_Bamberg_2801 12/26/08 8:48PM	12/27/08		Power outage. Offices closed for holidays. Unresolved.
38920	PSA Network Connectivity	Outage: AE_Williamsburg_2801 12/26/08 9:43AM	12/26/08	12/29/08	Faulty UPS. Customer moved devices off UPS until UPS repaired. Service restored 12/29/08 9:22AM.
38919	Campus Network Connectivity	Outage: Freeman-1E_3560g48p-19, Freeman-1E_3560g48p-20 12/25/08 9:10PM	12/26/08	12/26/08	UPS device nonfunctioning after power outage. Service restored 12/26/08 at 12:50pm.
38911	Campus Network Connectivity	Outage: FMO-Custodial, IndoorTennis, R_Donaldson, R_Wannamaker, RiggsSoccer, SloanTennis; 12/25/08 8:25AM	12/25/08		Power outage. Unresolved by Facilities. Estimated time of repair 12/30/08.
38894	PSA Network Connectivity	Outage: AE_Kershaw_2801 12/24/08 7:49AM	12/24/08		Power outage. Offices closed for holidays. Unresolved.

Incident Number	Type	Title	Date Submitted	Date Resolved	Incident Solution
38769	Internet Network Connectivity	Outage: QWEST-GNV-Lindsay_7606 12/20/08 9:29AM	12/20/08	12/20/08	Device power cycled. Service restored 12/20/08 9:34AM.
38768	Campus Network Connectivity	Outage: Kinard-GS_3750E-DL-109 12/20/08 9:37 AM	12/20/08	12/20/08	Scheduled power outage due to demolition of HVAC equipment and piping. Service restored 12/20/08 2:37PM.