EXECUTIVE SUMMARY

The goal of this monthly report is to update the campus community on the health status of UTLogin. This report provides a list of incidents for the reporting month, general availability statistics, and the status of the UTLogin Stability Roadmap. You can read the complete UTLogin Stability Roadmap here: http://links.utexas.edu/byfjw.

There were no service disruptions to report during the month of February. Efforts are focused on Action 2 of the UTLogin Stability Roadmap.

UTLOGIN ROADMAP STATUS

Action 1: Stabilize Current UTLogin Environment (Complete) - As of June 8, 2017, the IAM team disabled the self-service Realm Policy Agent and put the existing UTLogin environment in a “critical fix only” mode. Efforts will now focus on Action 2.

Action 2: Simplify & Standardize UTLogin Environment (In Progress) - The team has completed the verification of the PROD environment. The final step is to load the identity store so that the system is ready for any customer unable to transition to ADFS. Customers will be contacted in the near future for their transition to ADFS.

Action 3: Measure & Report Progress (Ongoing) - KPIs have been identified and are being published on a weekly basis (See: http://iamservices.utexas.edu/projects/utlogin-stability-report/). Monthly status updates will be provided outlining incidents, KPI’s, and project status.
UTLOGIN AVAILABILITY

This graph represents UTLogin’s overall availability since November 15, 2018 along with UTLogin’s published SLO of 99.42%. This data shows that since UTLogin was put into critical/fix only mode on June 8, 2017, the number of service disruptions has decreased.

There were no service disruptions to report during the month of February. A full list of ITS incidents can be found at: https://wikis.utexas.edu/display/itsincidents/ITS+Incident+Reports.

Historical data and other Key Performance Indicators (KPI’s) which reflect the stability of UTLogin are published every Friday. The weekly report is viewable here: https://iamservices.utexas.edu/projects/utlogin-stability-report/.