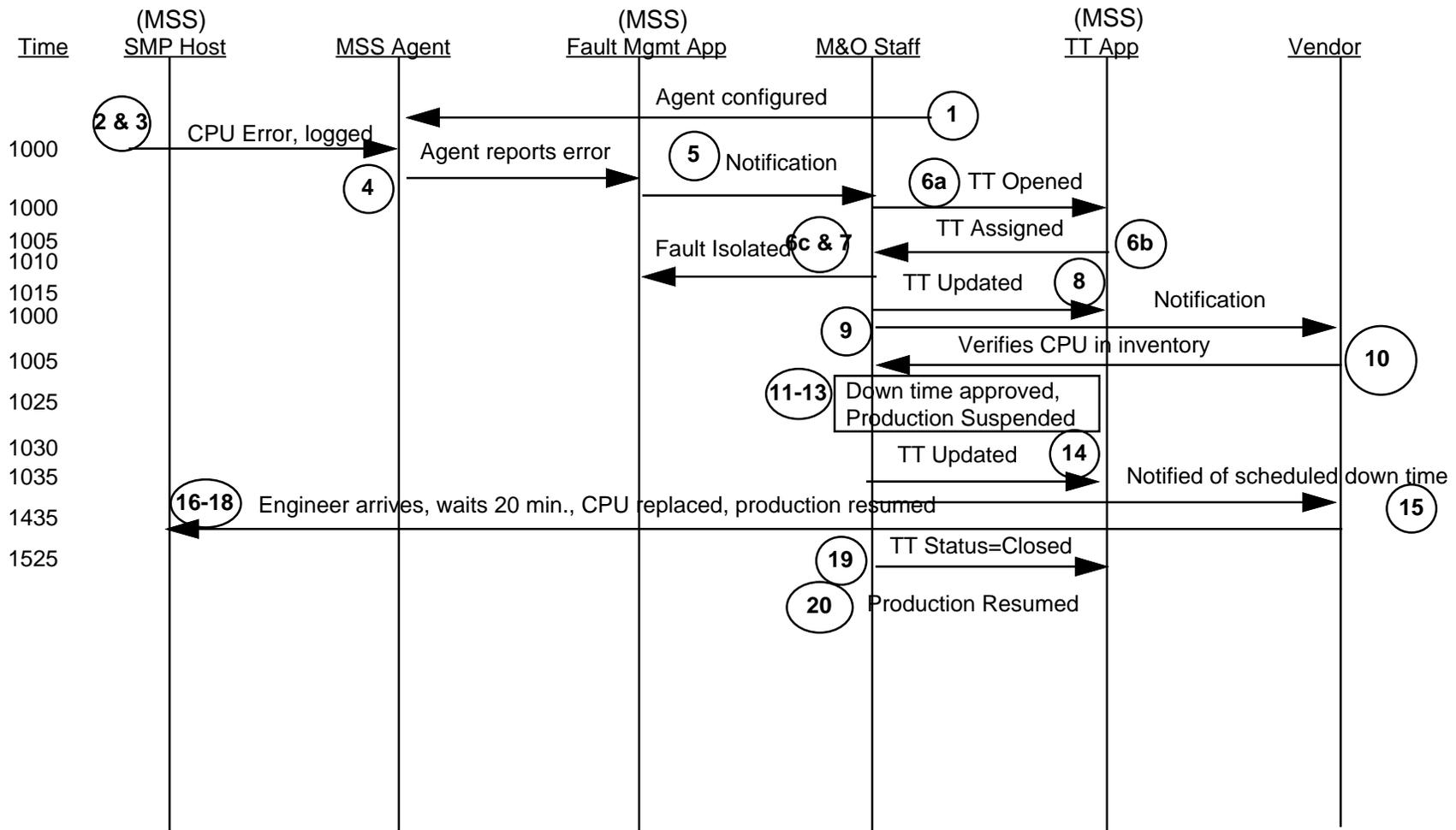


Scenario 1

Intermittent CPU Failure - Event Trace



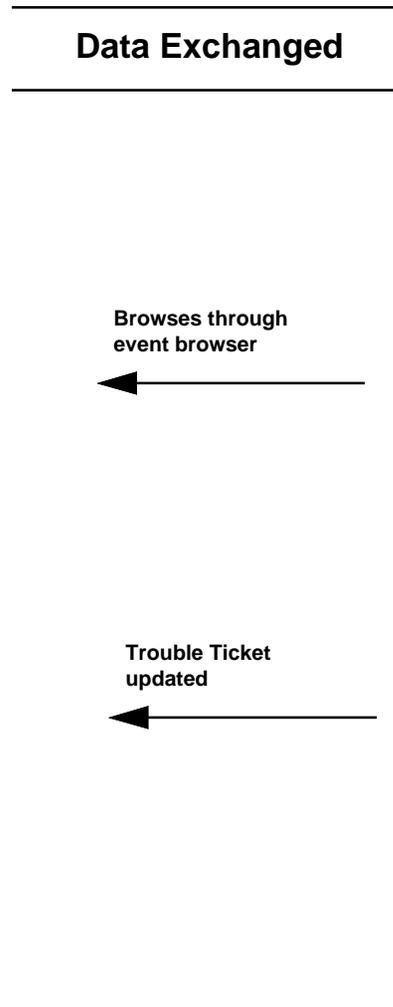
Scenario 1 - “Intermittent CPU Failure”

(Subsystems Involved: MSS, PLS, DPS)

Assumption: There is a maintenance contract established with the vendor of the SMP host in question (the primary/critical production system) to respond for corrective maintenance in no more than four hours of a call being placed.



Scenario 1 - “Intermittent CPU Failure” (cont.)



Scenario 1 - “Intermittent CPU Failure” (cont.)

Data Exchanged

All new jobs suspended



Trouble Ticket
updated



Scenario 1 - “Intermittent CPU Failure” (cont.)

System	Data Exchanged	Human Actions
	<p style="text-align: center;">System shut down ←</p> <p style="text-align: center;">Trouble Ticket updated ←</p> <p style="text-align: center;">Production resumed ←</p>	<p>They take 20 minutes more than expected. Everyone waits till the jobs run through to completion</p> <p>18) The system is shut down, the CPU board replaced, diagnostics run, and the system rebooted within an hour from the originally scheduled time. Total host down time is 30 minutes</p> <p>19) The HMT updates the Trouble Ticket to enter information for down time, and changes the status of the Trouble Ticket to “Closed”</p> <p>20) The Production Monitor then resumes the production tasks held in the production queue for this host</p> <p>21) Based on the information in the Trouble Ticket, the accurate calculation of MDT of the host, the MTBF and the MTTR the CPU board, by the Performance Management Application facilitated</p>

NOTE: This scenario (and the following one) are scenarios that were proposed as desirably complex ones to be dealt with. As such, the titles shown here are the ones originally proposed, and have been retained for easy recognition. The title for this particular scenario may be misleading since the fault that we are dealing with is a total CPU failure, not “Intermittent” as the title suggests.