Title: The CLASS Computer Downtime Log Report (DLR)

IT Code: 44200

Purpose: The Downtime Log Report (DLR) captures and records problems that result in computer downtime and the solutions that were applied to resolve those problems.

Procedure: The Downtime Log Report (DLR) is composed of one page form. A blank copy of the current DLR is attached to this document.

The page is roughly divided as:

- Part 1: A description of the computer and downtime start and end times
- Part 2: Description of the problem causing the computer downtime
- Part 3: Description of the solution used to resolve the problem

The procedure for using the DLR is as follows:

1) After each event resulting in downtime for a CLASS computer, the CLASS IT personnel performing the repair/solution will fill out a DLR for that downtime.

2) Within one week of the repair/solution, the CLASS IT personnel will transcribe their handwritten copy of the DLR into its electronic equivalent on the computer and will store the resulting file on the CLASS DBA’s Server.

3) Within one week after the DLR has been transcribed electronically, the CLASS DBA will copy (or update as appropriate) the information in the DLR into the CLASS System Status Database.
CLASS Computer Downtime Log Report

Log Date: _____________

Downtime Description:

Computer: __________________________________________

Location: __________________________________________

Reported By: __________________________________________

Fail Date: ____/____/________ Fail Time: ____:____ AM PM

Restore Date: ____/____/________ Restore Time: ____:____ AM PM

Description of Problem: (please append extra pages as needed):
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

Description of Solution: (please append extra pages as needed):
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

Documented By: ______________ Date: ____________________