SERVICE LEVEL AGREEMENT

UIN JEMBER

SLA REPORT

SEPTEMBER 2026

TOTAL EVENT	DOWNTIME	
4	0 MENIT	99.99%

Detail Event

1 Kamis, 3 September 2026

0 MENIT

Problem	**Akses https://cekbansos.kemensos.go.id/ terkendala**
Action	Optimalisasi Route
Start	—
End	—
Note	—
Durasi	0 MENIT
Dihitung	0 MENIT

2 Senin, 7 September 2026

0 MENIT

Problem	**Akses oasis.upb.uinkhas.ac.id dari ruang BEC terkendala**
Action	Optimalisasi Route
Start	—
End	—
Note	—
Durasi	0 MENIT
Dihitung	0 MENIT

3 Selasa, 8 September 2026

0 MENIT

Problem	**Akses cekbansos.kemensos.go.id terkendala**
Action	Optimalisasi Route
Start	—
End	—
Note	—
Durasi	0 MENIT
Dihitung	0 MENIT

4 Selasa, 29 September 2026

21 MENIT

Problem	**Peer Main Link Down impact kendala pada ICI**
Action	Refresh Port
Start	**29 September 2026 18:13:00**
End	**29 September 2026 18:34:00**
Note	Selama problem berlangsung untuk koneksi running via backup
Durasi	21 MENIT
Dihitung	0 JAM