

September 28, 2007

TO: JEAN PIERRE DELPLANQUE - MAE
MIKE KLEEMAN - CEE
BRUCE HARTSOUGH - BAE
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DAVE SHELBY - IET
TOM FORTIS - COE
GREG LOGE - CBS

FR: Enrique J. Lavernia, Chair of Committee, Dean - COE

RE: Email Review Committee

I very much appreciate your willingness to serve as members of this select committee to review the recent email outage that affected a large part of the UC Davis campus. IET is committed to an open and transparent assessment of this system failure, which impacted a large segment of the campus for four days.

There are four aspects of the charge to your group:

1. **PLANNING and EXECUTION:** To review the planning and consultation resulting in the decision to implement the community-source Cyrus email architecture as the foundation for the campus email system. This aspect would include technical aspects of the implementation and associated contingency planning
2. **The INCIDENT - TECHNICAL ASPECTS:** This part of the review would assess the performance of systems implemented by IET to monitor email system performance, and their adequacy in terms of early detection, an understanding of the scope (actual and potential) of the outage, and the diagnosis, and resolution of the incident.
3. **The INCIDENT - COMMUNICATIONS:** This aspect should assess IET communications to technical and non-technical campus audiences – including what was communicated, and to which groups, and at what points between the initial outage and its apparent resolution.
4. **FINDINGS and RECOMMENDATIONS:** This fourth and final part of the review speaks to findings and associated recommendations that could assist IET to improve its methodology, processes, and procedures for items 1-3 above, relative to not only email but other major applications.

Attached please find as background a chronological overview of the recent email outage, developed by Data Center Director Morna Mellor. Linda Mijangos will contact you in the next few days to schedule the first meeting, which will focus on developing a plan and schedule to address the above charge.

Thank you for your willingness to help with this important project.

cc: Linda Mijangos