JALA LINTAS MEDIA

CONNECTING THE TRUST

PERFORMANCE REPORT

Sekolah Tinggi Ilmu Farmasi Semarang (STIFAR)

May 2026

jlm.net.id

JALA LINTAS MEDIA

CONNECTING THE TRUST

Escalation Process

Corporate East Segment



Detail Problem STIFAR site Plamongan [S4-237]

01 May 2026 - 31 May 2026

	Created Date	Created Time	Request ID	Service Description	Request Type	Caused Code	Downtime	Clock Downtime	Date Uptime	Clock Uptime	Duration
1	05 May 2026	12:18	20260557122	Gangguan Akses Website (Sekolah Tinggi Ilmu Farmasi Semarang / STIFAR Plamongan)	Akses Website Problem	Path Problem	05 May 2026	12:15	05 May 2026	12:15	0:00:00
2	08 May 2026	18:22	20260557373	Gangguan Link (Sekolah Tinggi Ilmu Farmasi Semarang / STIFAR Plamongan)	Bad Performance	FO Bending	08 May 2026	18:38	08 May 2026	20:17	0:60:00
3	11 May 2026	11:27	20260557481	Gangguan Manage Service (Sekolah Tinggi Ilmu Farmasi Semarang / STIFAR Plamongan)	Manage Service	Hardware Issue	11 May 2026	11:23	11 May 2026	11:23	0:00:00
4	15 May 2026	02:11	20260557661	Gangguan Link (Sekolah Tinggi Ilmu Farmasi Semarang / STIFAR Plamongan)	Down	Kelistrikan (Client)	15 May 2026	01:35	15 May 2026	01:35	0:00:00
5	28 May 2026	13:21	20260558348	Gangguan Link (Sekolah Tinggi Ilmu Farmasi Semarang / STIFAR Plamongan)	Down	Kelistrikan (Client)	28 May 2026	13:17	28 May 2026	13:17	0:00:00

Total Trouble Ticket

Ticket

5

Avaibility (%)

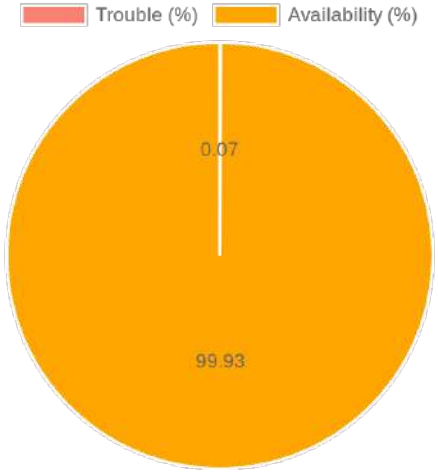
Grade

99.93 %

Trouble (%)

Grade

0.07 %



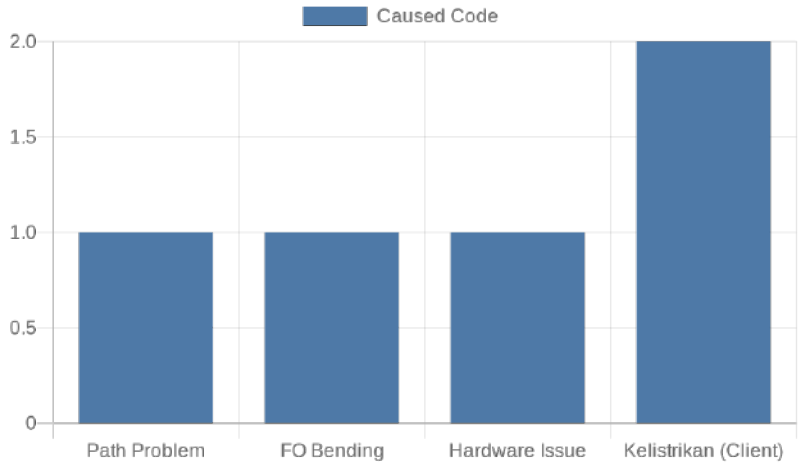
Performance STIFAR site Plamongan [S4-237]

01 May 2026 - 31 May 2026

Downtime Records per Problem

	Request Type	Duration	Record Count
1	Akses Website Problem	0:00:00	1
2	Bad Performance	0:60:00	1
3	Manage Service	0:00:00	1
4	Down	0:00:00	2

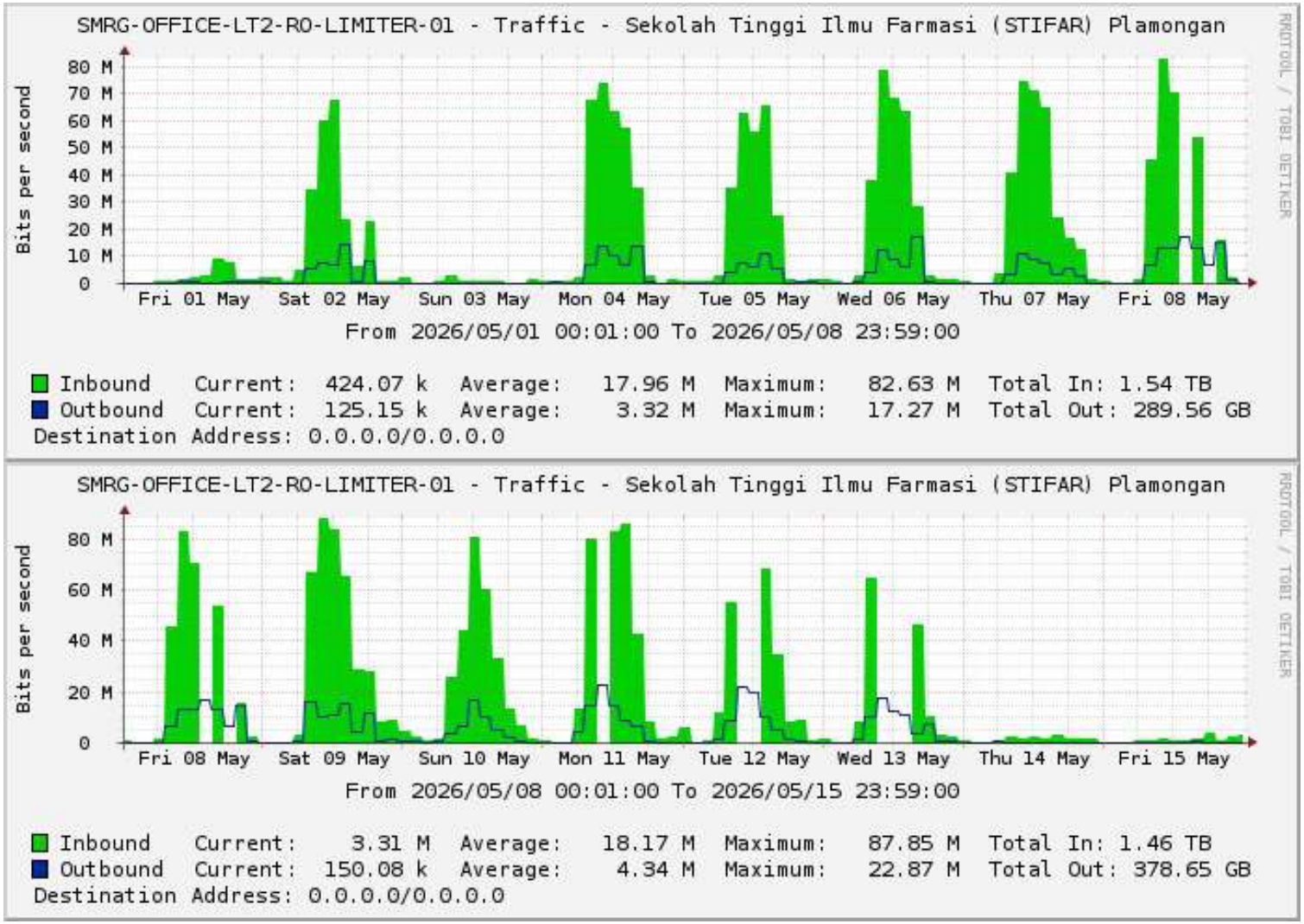
Problem per Caused Code



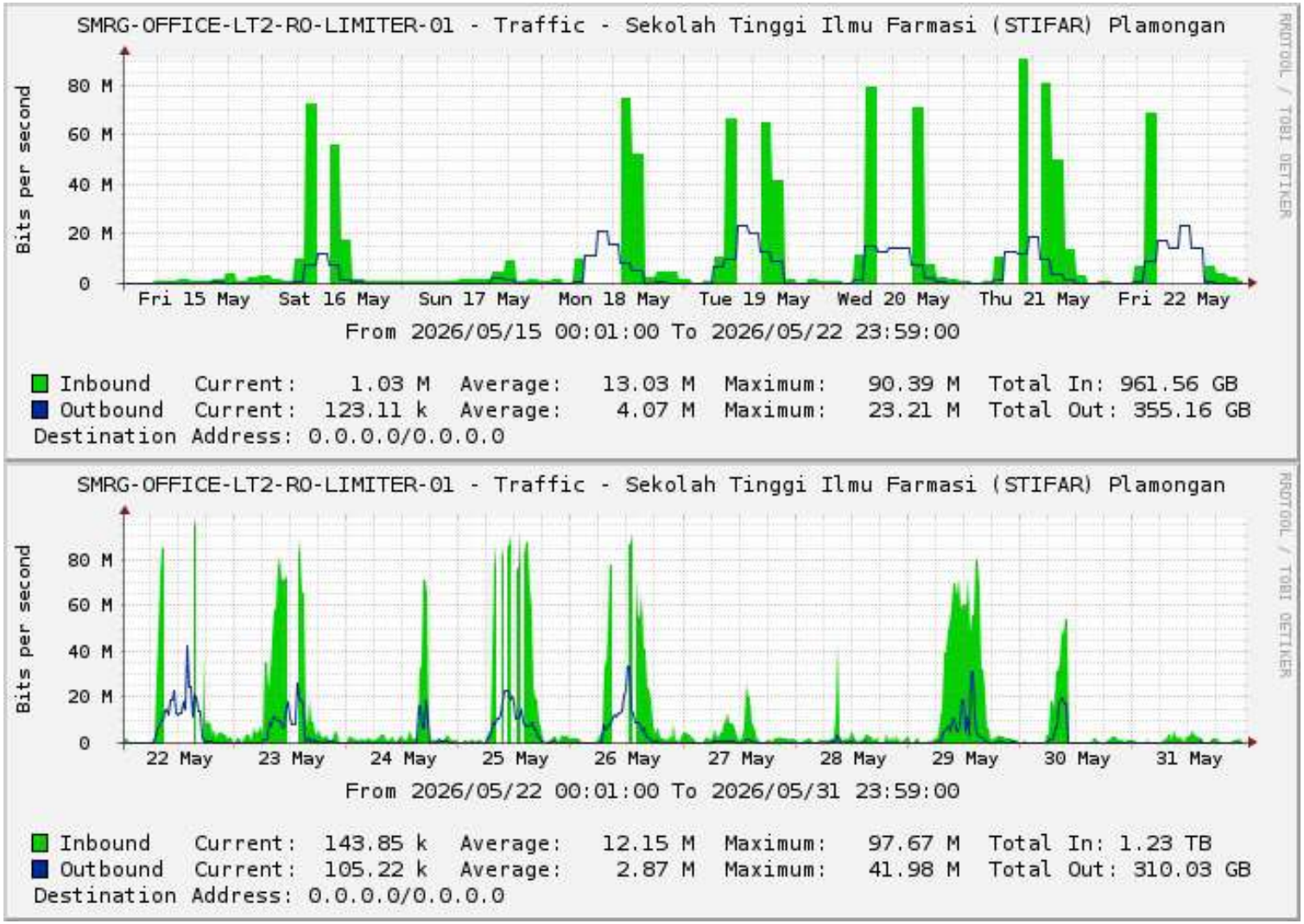
Downtime Records per Date

Created Date	Duration	Record Count
05 May 2026	0:00:00	1
08 May 2026	0:60:00	1
11 May 2026	0:00:00	1
15 May 2026	0:00:00	1
28 May 2026	0:00:00	1

Data MRTG (Week 1 & 2)



Data MRTG (Week 3 & 4)



THANK YOU