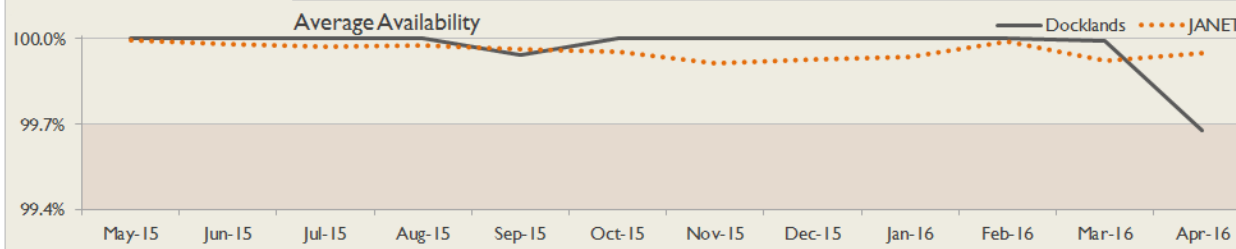# janet

Docklands Service Report

April 2016
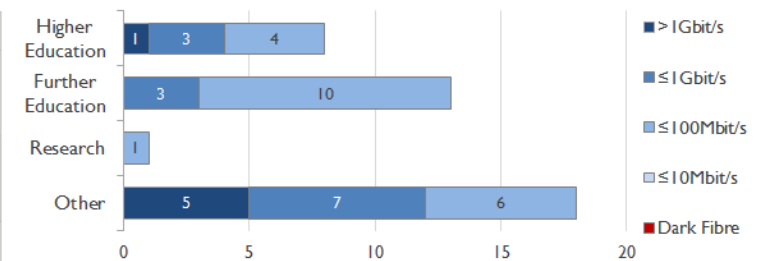
Jisc

Service Reliability

The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period
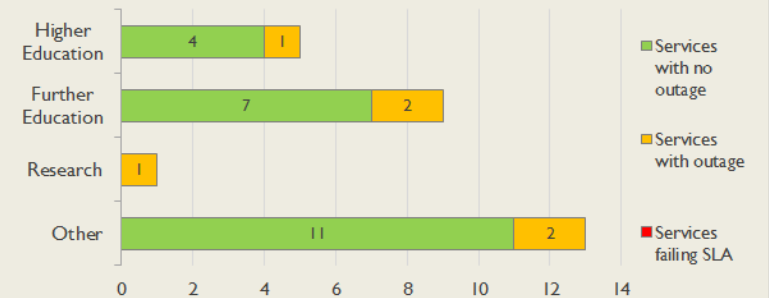
Average Availability

Legend: Docklands, JANET

Connections in Docklands by Contractual Bandwidth

Category	Values
Higher Education	1, 3, 4
Further Education	3, 10
Research	1
Other	5, 7, 6

Legend: > 1Gbit/s, ≤1Gbit/s, ≤100Mbit/s, ≤10Mbit/s, Dark Fibre

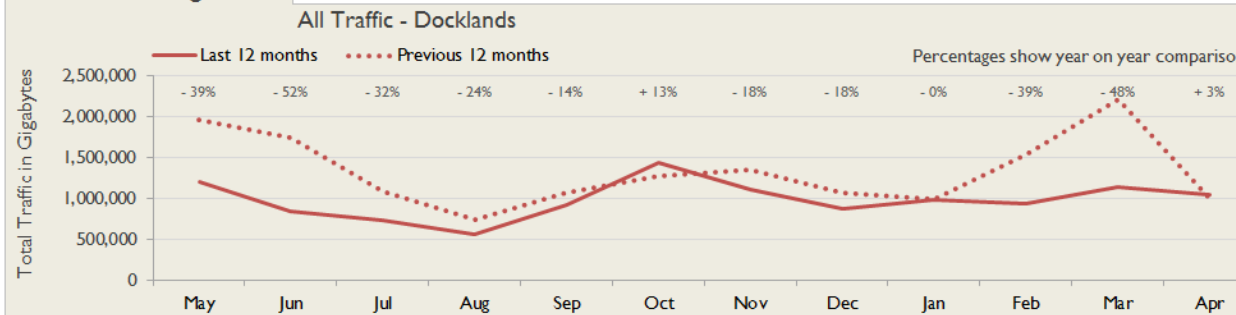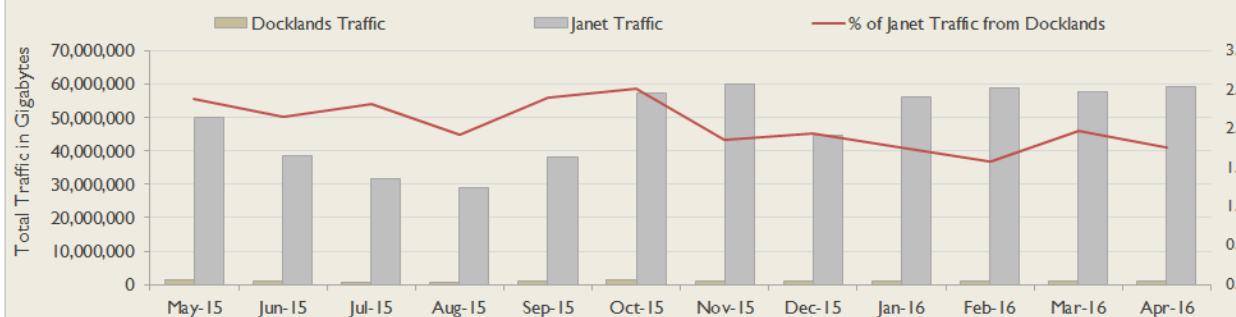|	Average Availability of All Services in Docklands				Average Availability of All Services in Janet			
	Apr 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Apr 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
	99.68%	140	99.97%	156	99.95%	21	99.96%	218
	Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
	2h 25m		1.18		5h 36m		0.68	
	Based on 73 faults over the last 24 months				Based on 1502 faults over the last 24 months			

NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Docklands Service Outages - Last 12 Months

Category	Values
Higher Education	4, 1
Further Education	7, 2
Research	1
Other	11, 2

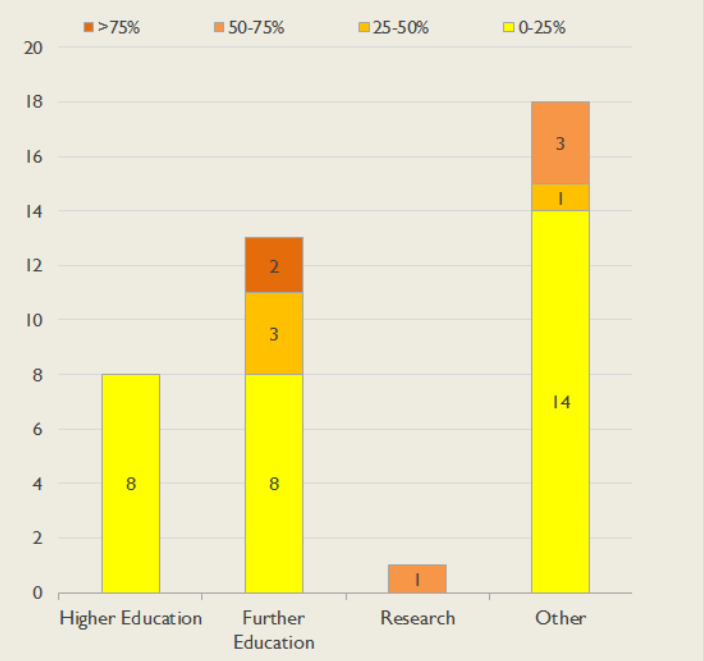Legend: Services with no outage, Services with outage, Services failing SLA

Connection Usage

Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted

All Traffic - Docklands

Legend: Last 12 months, Previous 12 months

Percentages show year on year comparison

Percentages: - 39%, - 52%, - 32%, - 24%, - 14%, + 13%, - 18%, - 18%, - 0%, - 39%, - 48%, + 3%

Docklands Traffic Against Janet Traffic

Legend: Docklands Traffic, Janet Traffic, % of Janet Traffic from Docklands

% Utilisation of Available Contractual Bandwidth at 90th Percentile

Legend: >75%, 50-75%, 25-50%, 0-25%

Category	Values
Higher Education	8
Further Education	8, 3, 2
Research	1
Other	14, 1, 3

Service Availability

The SLA target sets a minimum of 99.7% availability for each customer, averaged over a 12 month rolling period

Periods of scheduled and emergency maintenance are discounted when calculating availability of services

Monthly and annual availabilities falling below 99.7% are highlighted

* Service has resilience - where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted against its availability figures

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Berkshire College of Agriculture	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bracknell and Wokingham College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.99%	99.83%
Coventry University, London Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Defence Science and Technology Laboratory *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Berkshire College, Windsor Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Datacentre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Sussex County Council *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Epping Forest College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasgow Caledonian University, GCU London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Guildford College of Further and Higher Education, Merrist Wood College			100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	<12 Months
Halesowen College, Hair and Beauty Academy	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	99.96%
King's College London, Quintdown Business Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Grid for Learning Trust *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University, Telecity Harbour Exchange									100%	100%	100%	100%	<12 Months
Mary Ward Settlement, Great Turnstile	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
New College Durham, Sports Building			100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	<12 Months
Redcentric Solutions plc	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RM plc, South East Grid for Learning *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RM plc, South West Grid for Learning Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RM plc, South West Grid for Learning Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rothamsted Research Limited, Harpenden	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.99%	99.83%
Southend-on-Sea Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.99%	99.83%
SRUC, Barony Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.99%	99.83%
Strode's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Surrey County Council, Interconnect	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The British Library, St Pancras	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	<12 Months
The College of West Anglia, King's Lynn Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The National Centre for Young People with Epilepsy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Thurrock Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.99%	99.83%
University of Lancaster, The Work Foundation	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Berkshire Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Connection outages for current month

Maintenance outages are included in this table - only unscheduled maintenance is counted against availability.

Some of the outages reported below are on circuits which are not connected through the selected region - they appear in the table because they are part of a service whose primary connection does belong to this region.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
SRUC, Barony Campus	14/04/2016 10:47	14/04/2016 11:18	00:00	00:31	Customer Maintenance	Customer unscheduled maintenance
SRUC, Barony Campus	19/04/2016 07:08	19/04/2016 21:35	00:00	14:27	Regional Other	Stalled Janet switch at Telehouse North
Thurrock Council, Personal & Community Development	19/04/2016 07:08	19/04/2016 21:35	00:00	14:27	Regional Other	Stalled Janet switch at Telehouse North
GEANT Limited, City House via Telehouse North	19/04/2016 11:23	19/04/2016 21:35	00:00	10:12	Unknown	Unknown
Aylesbury College, via Telehouse	19/04/2016 07:08	19/04/2016 21:35	00:00	14:27	Regional Other	Stalled Janet switch at Telehouse North
Bracknell and Wokingham College	19/04/2016 07:08	19/04/2016 21:35	00:00	14:27	Regional Other	Stalled Janet switch at Telehouse North
Epping Forest College	18/04/2016 03:27	18/04/2016 03:47	00:00	00:20	Telco Maintenance	Emergency Maintenance
Southend-on-Sea Borough Council, Personal & Community Development	19/04/2016 07:08	19/04/2016 21:35	00:00	14:27	Regional Other	Stalled Janet switch at Telehouse North
University of Lancaster, The Work Foundation	07/04/2016 13:07	07/04/2016 16:45	00:00	03:38	Customer Environment	Area power cut
University of Lancaster, The Work Foundation	08/04/2016 05:28	08/04/2016 10:54	00:00	05:26	Customer Environment	Local area power outage
Rothamsted Research Limited, Harpenden	19/04/2016 07:08	19/04/2016 21:35	00:00	14:27	Regional Other	Stalled Janet switch at Telehouse North
New College Durham, Sports Building	08/04/2016 17:15	08/04/2016 22:46	00:00	05:31	Customer Maintenance	Unsheduled power maintenance at New College Durham

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
New College Durham, Sports Building	18/04/2016 22:58	18/04/2016 23:11	00:00	00:13	Unknown	Telco couldn't find a cause