janet

Docklands Service Report

August 2014

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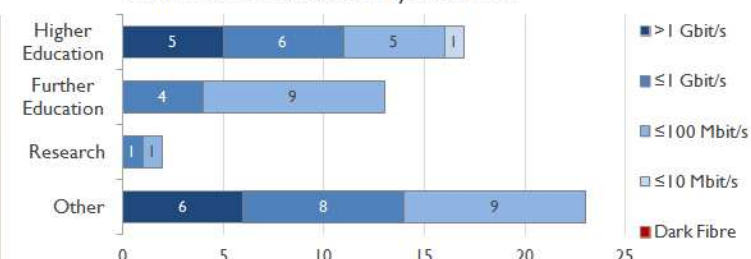
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period

Average Availability

Legend: —— Docklands ····· JANET

Y-axis: 100.0%, 99.7%, 99.4%

X-axis: Sep-13, Oct-13, Nov-13, Dec-13, Jan-14, Feb-14, Mar-14, Apr-14, May-14, Jun-14, Jul-14, Aug-14

Connections in Docklands by Bandwidth

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

Category	Values
Higher Education	5, 6, 5, 1
Further Education	4, 9
Research	1, 1
Other	6, 8, 9

X-axis: 0, 5, 10, 15, 20, 25

Average Availability of All Services in Docklands

Aug 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.96%	20	99.99%	70

Mean Time to Repair	Average Faults per Service per Year
1h 47m	0.73
Based on 61 faults over the last 24 months	

Average Availability of All Services in Janet

Aug 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	13	99.96%	202

Mean Time to Repair	Average Faults per Service per Year
5h 30m	0.74
Based on 1446 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

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

Category	Values
Higher Education	6, 3, 1
Further Education	4, 6
Research	1
Other	13, 3

X-axis: 0, 5, 10, 15, 20

Connection Usage

Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted

All Traffic - Docklands

Legend: —— Last 12 months ····· Previous 12 months

Percentages show year on year comparison

+145% +166% +200% +211% +70% +52% +46% +28% -29% -37% -37% -24%

Y-axis: 90th Percentile Mbits/second — 0, 5,000, 10,000, 15,000, 20,000

X-axis: Sep, Oct, Nov, Dec, Jan, Feb, Mar, Apr, May, Jun, Jul, Aug

Usage by Connection - % of Available Bandwidth at 90th Percentile

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

Category	Values
Higher Education	17
Further Education	13
Research	2
Other	21, 1, 1

Y-axis: 0, 5, 10, 15, 20, 25

Docklands Traffic Against Janet Traffic

Legend:
- Docklands Traffic
- Janet Traffic
- —— % of Janet Traffic from Docklands

Left Y-axis: 90th Percentile Mbits/second — 0, 50,000, 100,000, 150,000, 200,000, 250,000

Right Y-axis: 0.0%, 1.0%, 2.0%, 3.0%, 4.0%, 5.0%, 6.0%, 7.0%, 8.0%, 9.0%, 10%

X-axis: Sep-13, Oct-13, Nov-13, Dec-13, Jan-14, Feb-14, Mar-14, Apr-14, May-14, Jun-14, Jul-14, Aug-14

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

Where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted against its availability figures

Monthly and annual availabilities falling below 99.7% are highlighted

Service	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	12 Month Rolling Availability
Berkshire College of Agriculture	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	>99.99%
Bexley College	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%	100%	100%
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%	99.98%	99.98%	100%	>99.99%
East of England Broadband Network, Datacentre		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
East Sussex County Council				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Epping Forest College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasgow Caledonian University, Fashion Street (Wireless)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasgow Caledonian University, Fashion Street Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	>99.99%
Globelynx	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Greenwich Community College	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.25%	99.85%
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	12 Month Rolling Availability
Hertford Regional College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%
LeSoCo, Deptford Campus	100%	100%	99.72%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	99.97%
London Borough of Waltham Forest, Personal & Community Development	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, Interconnect										100%	100%	100%	<12 Months
Mary Ward Settlement, Great Turnstile				100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	<12 Months
Palmer's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redstone Communications Ltd	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RM plc, Schools Learning Platform	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%	100%	100%
Southend on Sea Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
SRUC, Barony Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St George's Hospital Medical School	100%	100%	100%	95.52%	100%	100%	100%	100%	100%	100%	100%	100%	99.63%
Strode's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	>99.99%
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%	100%	100%

Service	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	12 Month Rolling Availability
The National Centre for Young People with Epilepsy	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	**>99.99%**
The Open University, Milton Keynes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Cumbria, London	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%	98.11%	100%	100%	100%	**99.84%**
University of East Anglia, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	**>99.99%**
University of Glamorgan, London Office											100%	100%	<12 Months
University of Hertfordshire	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Lancaster, The Work Foundation	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	**>99.99%**
West Berkshire District Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Connection outages this month

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

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Greenwich Community College	06/08/2014 11:40	07/08/2014 15:40	15:00	13:00	Telco Line	Fibre break at site
Hertford Regional College	27/08/2014 09:48	27/08/2014 10:48	00:00	01:00	Telco Equipment	Telco equipment fault affecting Hertford Regional College