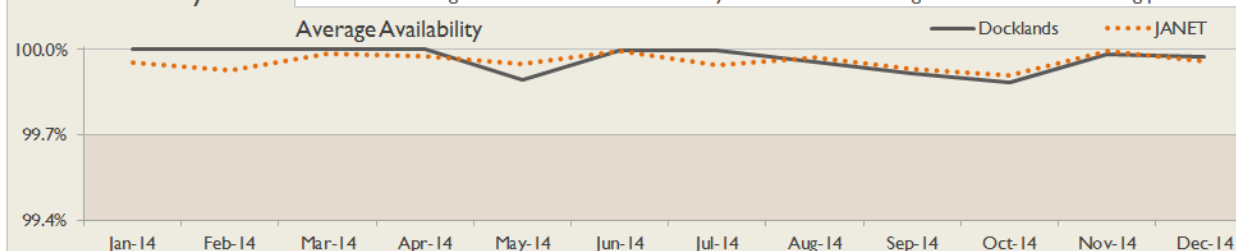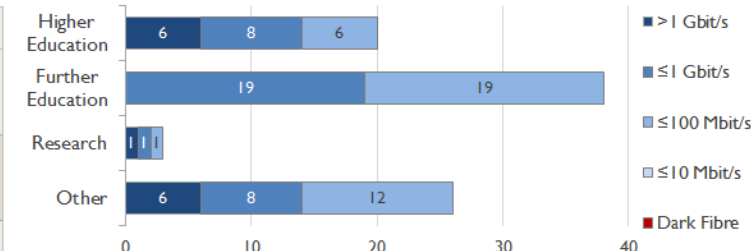# janet

Docklands Service Report

December 2014

Service Reliability

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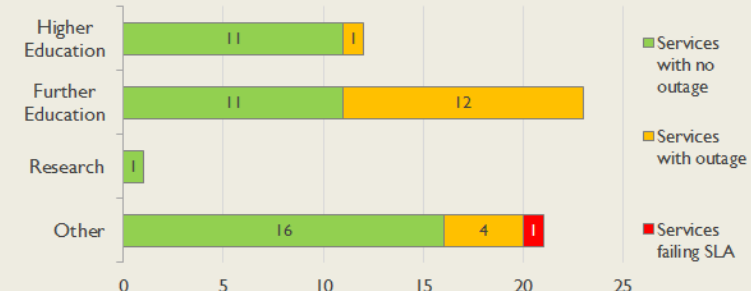
Average Availability

Legend: — Docklands ⋯⋯ JANET

Y-axis: 100.0%, 99.7%, 99.4%
X-axis: Jan-14, Feb-14, Mar-14, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14, Nov-14, Dec-14

Connections in Docklands by Bandwidth

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

Category	>1 Gbit/s	≤1 Gbit/s	≤100 Mbit/s
Higher Education	6	8	6
Further Education		19	19
Research	1	1	1
Other	6	8	12

X-axis: 0, 10, 20, 30, 40

	Average Availability of All Services in Docklands			Average Availability of All Services in Janet			
	Dec 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Dec 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service

Dec 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Dec 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	11	99.96%	188	99.96%	18	99.96%	221

Mean Time to Repair	Average Faults per Service per Year	Mean Time to Repair	Average Faults per Service per Year
2h 39m	0.57	6h 03m	0.62
Based on 79 faults over the last 24 months		Based on 1221 faults over the last 24 months	

Docklands Service Outages - Last 12 Months

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

Category	Services with no outage	Services with outage	Services failing SLA
Higher Education	11	1	
Further Education	11	12	
Research	1		
Other	16	4	1

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

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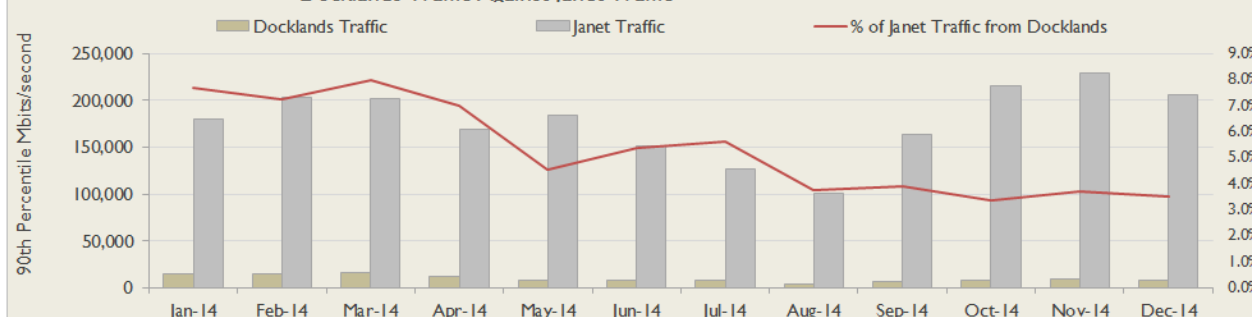
Connection Usage

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

+ 70% + 52% + 46% + 28% - 29% - 37% - 37% - 24% - 44% - 45% - 39% - 44%

Y-axis: 90th Percentile Mbits/second — 20,000, 15,000, 10,000, 5,000, 0
X-axis: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec
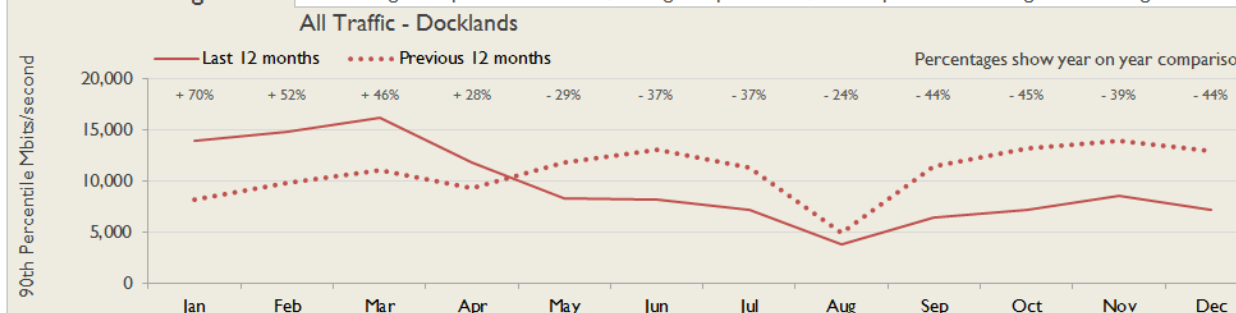
Usage by Connection - % of Available Bandwidth at 90th Percentile

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

Y-axis: 0, 5, 10, 15, 20, 25, 30, 35, 40

Category	0-25%	25-50%	50-75%
Higher Education	20		
Further Education	31	5	2
Research	3		
Other	23	3	

Docklands Traffic Against Janet Traffic

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

Left Y-axis: 90th Percentile Mbits/second — 250,000, 200,000, 150,000, 100,000, 50,000, 0
Right Y-axis: 9.0%, 8.0%, 7.0%, 6.0%, 5.0%, 4.0%, 3.0%, 2.0%, 1.0%, 0.0%
X-axis: Jan-14, Feb-14, Mar-14, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14, Nov-14, Dec-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	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	12 Month Rolling Availability
Berkshire College of Agriculture	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	>99.99%
Bexley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.92%	100%	100%	99.83%
Bracknell and Wokingham College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brooke House Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.75%	100%	100%	99.90%
Brooksby Melton College											99.63%	100%	<12 Months
Capel Manor College	100%	100%	100%	100%	100%	100%	100%	100%	99.14%	98.91%	100%	100%	99.84%
Chesterfield College												100%	<12 Months
Christ the King Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	98.54%	100%	100%	100%	99.88%
City University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coventry University	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	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	>99.99%
East of England Broadband Network	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%
Exeter College												100%	<12 Months
Glasgow Caledonian University	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	>99.99%

Service	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	12 Month Rolling Availability
Globelynx Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Greenwich Community College	100%	100%	100%	100%	100%	100%	100%	98.25%	100%	100%	100%	100%	99.85%
Hackney Community College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.63%	100%	99.97%
Hertford Regional College											99.63%	100%	<12 Months
Hertford Regional College	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	99.99%
Hugh Baird College												100%	<12 Months
Huntingdonshire Regional College											100%	100%	<12 Months
Lakes College West Cumbria												100%	<12 Months
Leicester College												100%	<12 Months
LeSoCo	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
LeSoCo	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	>99.99%
Leyton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	98.54%	98.35%	100%	100%	99.74%
London Borough of Lambeth	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Redbridge	100%	100%	100%	100%	>99.99%	100%	100%	93.42%	99.14%	100%	100%	100%	99.38%
London Borough of Tower Hamlets	100%	100%	100%	100%	100%	100%	100%	100%	99.44%	100%	100%	100%	99.95%
London Borough of Waltham Forest	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							100%	100%	100%	100%	100%	100%	100%	<12 Months
Mary Ward Settlement	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	>99.99%
North Hertfordshire College										100%	100%	100%	<12 Months
Palmer's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redbridge College	100%	100%	100%	100%	100%	100%	100%	100%	97.88%	100%	100%	100%	99.82%

Service	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	12 Month Rolling Availability
Redstone Communications Ltd	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RM plc	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RM plc	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RM plc	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RM plc	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rose Bruford College	100%	100%	100%	100%	100%	100%	100%	100%	99.44%	100%	100%	98.90%	99.86%
Rothamsted Research Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sir George Monoux College	100%	100%	100%	100%	100%	100%	100%	100%	98.54%	99.90%	100%	100%	99.87%
South Thames College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southend on Sea Borough Council	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
SRUC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St George's Hospital Medical School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Strode's College	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	>99.99%
Surrey County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The British Library	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City of Liverpool College											100%	100%	<12 Months
The College of Haringey, Enfield and North East London	100%	100%	100%	100%	98.43%	100%	100%	100%	99.14%	100%	100%	99.66%	99.77%
The College of West Anglia	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The National Centre for Young People with Epilepsy	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	>99.99%
The Open University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Cumbria	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Thurrock Council	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	99.84%
Trinity Laban Conservatoire of Music and Dance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	12 Month Rolling Availability
University of East Anglia	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	>99.99%
University of Glamorgan							100%	100%	100%	100%	100%	100%	<12 Months
University of Hertfordshire	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Lancaster	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	>99.99%
Waltham Forest College	100%	100%	100%	100%	100%	100%	100%	100%	99.14%	99.50%	100%	99.67%	99.86%
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
Christ the King Sixth Form College	10/12/2014 01:12	10/12/2014 01:29	00:00	00:17	Telco Maintenance	Scheduled maintenance where the Affected list provided was incorrect
Greenwich Community College	10/12/2014 01:12	10/12/2014 01:29	00:00	00:17	Telco Maintenance	Scheduled maintenance where the Affected list provided was incorrect
LeSoCo, Lewisham Campus	10/12/2014 01:12	10/12/2014 01:29	00:00	00:17	Telco Maintenance	Scheduled maintenance where the Affected list provided was incorrect
Ravensbourne, via ULCC	10/12/2014 01:12	10/12/2014 01:29	00:00	00:17	Telco Maintenance	Scheduled maintenance where the Affected list provided was incorrect
St George's Hospital Medical School	10/12/2014 01:12	10/12/2014 01:29	00:00	00:17	Telco Maintenance	Scheduled maintenance where the Affected list provided was incorrect
Richmond upon Thames College	12/12/2014 03:32	12/12/2014 11:29	00:00	07:57	Telco Equipment	Card failure at Telehouse west
Rose Bruford College	12/12/2014 03:16	12/12/2014 11:29	00:00	08:13	Telco Equipment	Card failure at Telehouse west
The College of Haringey, Enfield and North East London, Enfield Centre	12/12/2014 06:15	12/12/2014 11:29	02:41	02:33	Telco Equipment	Card failure at Telehouse west
Waltham Forest College	12/12/2014 03:09	12/12/2014 11:29	05:54	02:26	Telco Equipment	Card failure at Telehouse west
Mary Ward Settlement, Great Turnstile	14/12/2014 19:28	14/12/2014 20:21	00:00	00:53	Unknown	Unknown
Redbridge College	18/12/2014 08:16	18/12/2014 08:24	00:00	00:08	Telco Maintenance	Emergency card replacement at Telehouse West
Richmond upon Thames College	18/12/2014 08:16	18/12/2014 08:24	00:00	00:08	Telco Maintenance	Emergency card replacement at Telehouse West
Rose Bruford College	18/12/2014 08:16	18/12/2014 08:24	00:00	00:08	Telco Maintenance	Emergency card replacement at Telehouse West

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Sir George Monoux College	18/12/2014 08:16	18/12/2014 08:24	00:00	00:08	Telco Maintenance	Emergency card replacement at Telehouse West
The College of Haringey, Enfield and North East London, Enfield Centre	18/12/2014 08:16	18/12/2014 08:24	00:00	00:08	Telco Maintenance	Emergency card replacement at Telehouse West
Waltham Forest College	18/12/2014 08:16	18/12/2014 08:24	00:00	00:08	Telco Maintenance	Emergency card replacement at Telehouse West
Queen Mary and Westfield College, University of London, Mile End Road, Whitechapel	22/12/2014 18:59	22/12/2014 19:10	00:00	00:11	Customer Maintenance	Customer scheduled maintenance
University of Hertfordshire, via Telehouse	26/12/2014 18:56	27/12/2014 10:33	00:00	15:37	Customer Environment	Power failure