

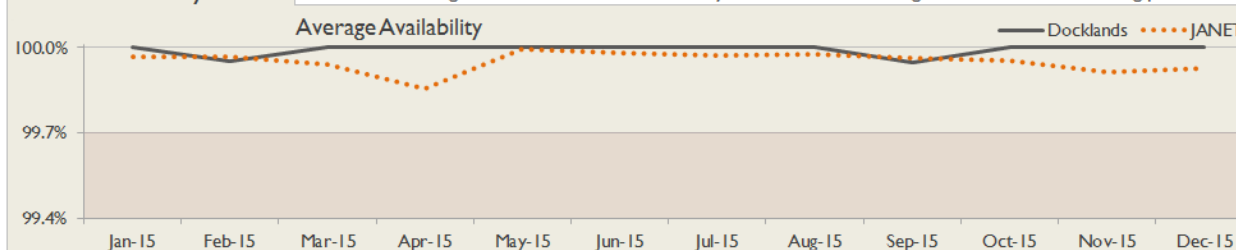


## Docklands Service Report

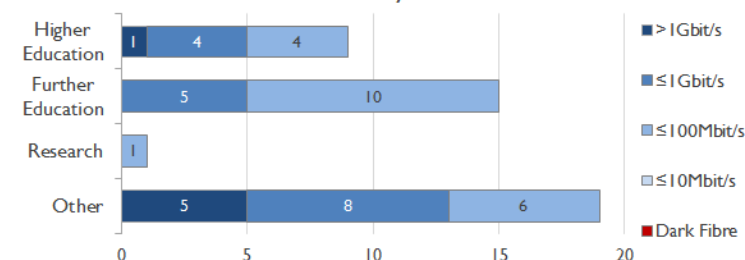
December 2015

## Service Reliability

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



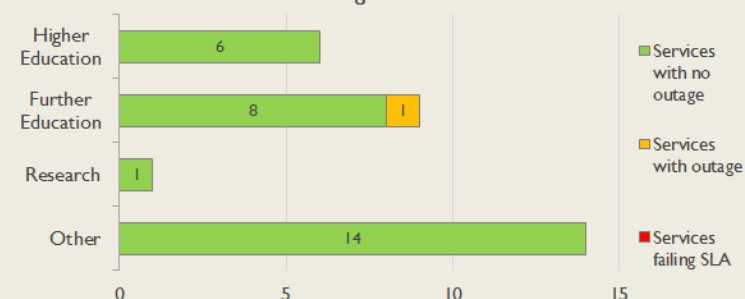
## Connections in Docklands by Contractual Bandwidth



Average Availability of All Services in Docklands				Average Availability of All Services in Janet			
Dec 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Dec 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	48	99.93%	32	99.95%	250
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
1h 35m		0.93		5h 12m		0.73	
Based on 65 faults over the last 24 months				Based on 1530 faults over the last 24 months			

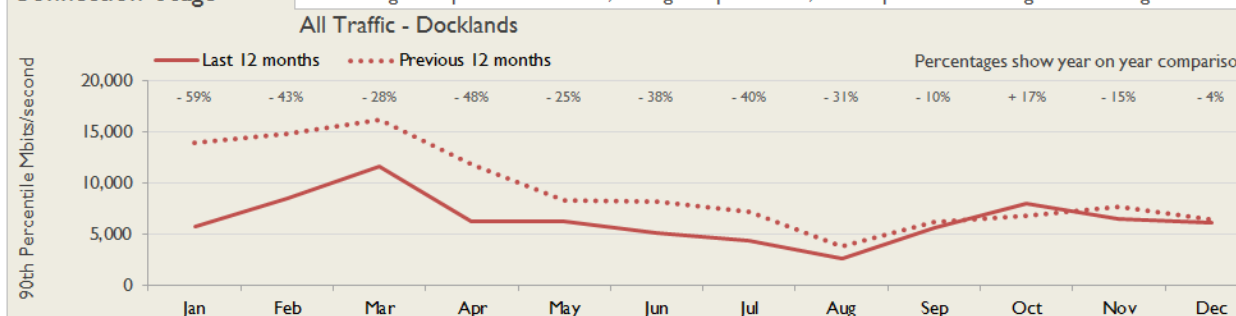
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

## Docklands Service Outages - Last 12 Months

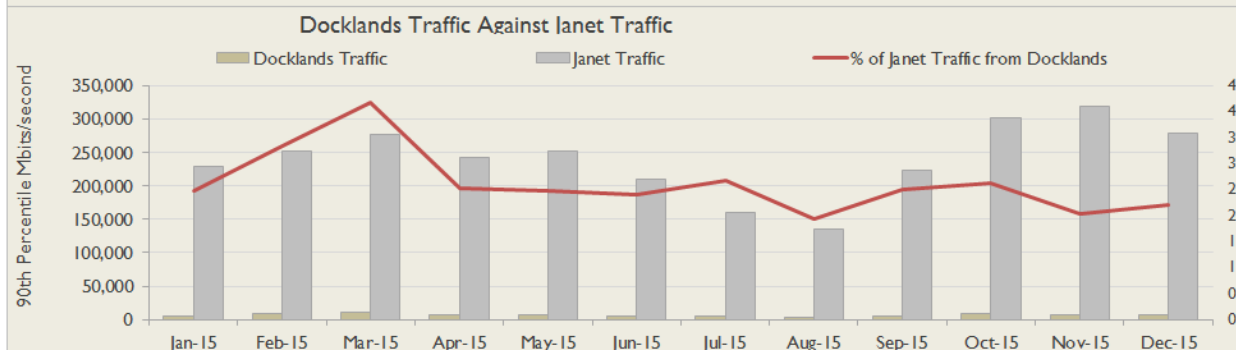
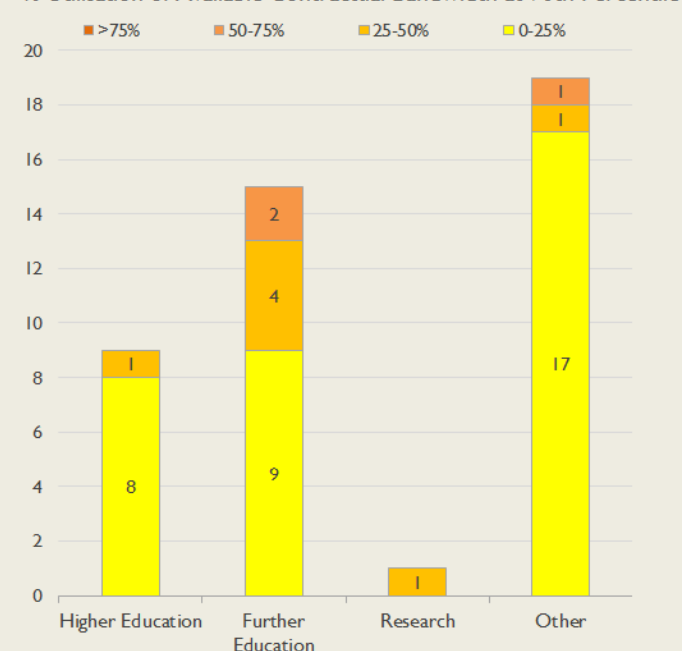


## Connection Usage

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



## % Utilisation of Available Contractual Bandwidth at 90th Percentile



## 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	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	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%	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%	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%
Globelynx Limited	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%	<12 Months
Halesowen College, Hair and Beauty Academy				100%	100%	100%	100%	100%	99.60%	100%	100%	100%	<12 Months
Hertford Regional College, Broxbourne Campus	100%	98.88%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
King's College London, Quintdown Business Park					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Lincoln College, Newark								100%	99.60%	100%	100%	100%	<12 Months

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability
London Grid for Learning Trust *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mary Ward Settlement, Great Turnstile	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College, Durham, Sports Building							100%	100%	99.60%	100%	100%	100%	<12 Months
Redcentric Solutions	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%	100%	100%	100%	100%	100%
SRUC, Barony Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%
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%
The Open University *	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%	100%	100%
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%	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
East Berkshire College, Windsor Campus	18/12/2015 17:54	19/12/2015 09:11	00:00	15:17	Customer Maintenance	Customer unscheduled maintenance
RM plc, South West Grid for Learning Trust, via Telehouse	22/12/2015 07:37	22/12/2015 07:50	00:00	00:13	Regional Maintenance	Emergency maintenance
London Grid for Learning Trust, via Telecity	06/12/2015 07:42	06/12/2015 11:23	00:00	03:41	Customer Environment	Power failure
London Grid for Learning Trust, via Telehouse	06/12/2015 07:42	06/12/2015 11:23	00:00	03:41	Customer Environment	Power failure
RM plc, South East Grid for Learning, via Telehouse	22/12/2015 07:37	22/12/2015 07:50	00:00	00:13	Regional Maintenance	Emergency maintenance
East Sussex County Council, via Telehouse	08/12/2015 16:17	09/12/2015 09:22	00:00	17:05	Customer Configuration	Customer routing error caused intermittent packet loss
East Sussex County Council, via Telecity	08/12/2015 16:17	09/12/2015 09:22	00:00	17:05	Customer Configuration	Customer routing error caused intermittent packet loss