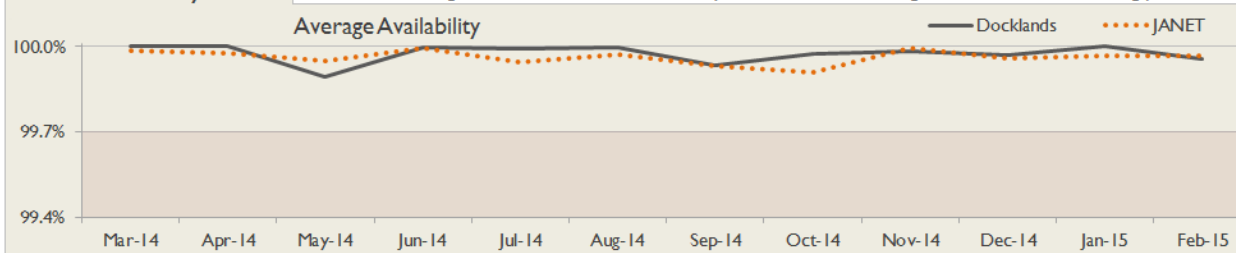# janet

Docklands Service Report
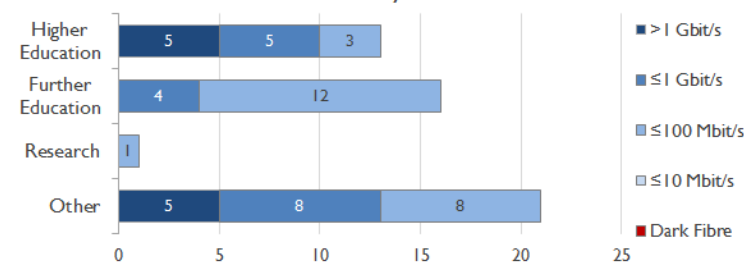
February 2015

Service Reliability

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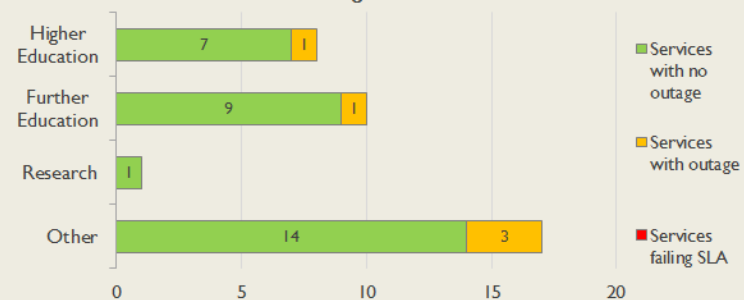
Average Availability

Legend: Docklands — JANET (dotted)

X-axis: Mar-14, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14, Nov-14, Dec-14, Jan-15, Feb-15
Y-axis: 100.0%, 99.7%, 99.4%

Connections in Docklands by Bandwidth

Category	>1 Gbit/s	≤1 Gbit/s	≤100 Mbit/s	≤10 Mbit/s	Dark Fibre
Higher Education	5	5	3		
Further Education		4	12		
Research			1		
Other	5		8	8	

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

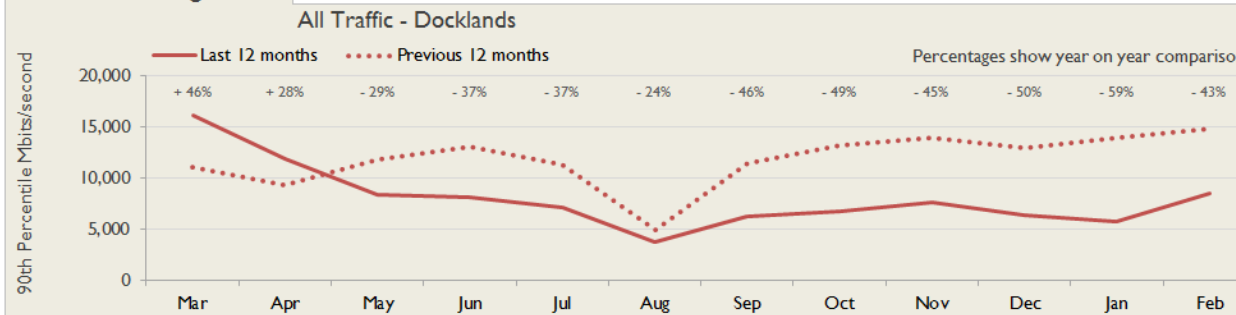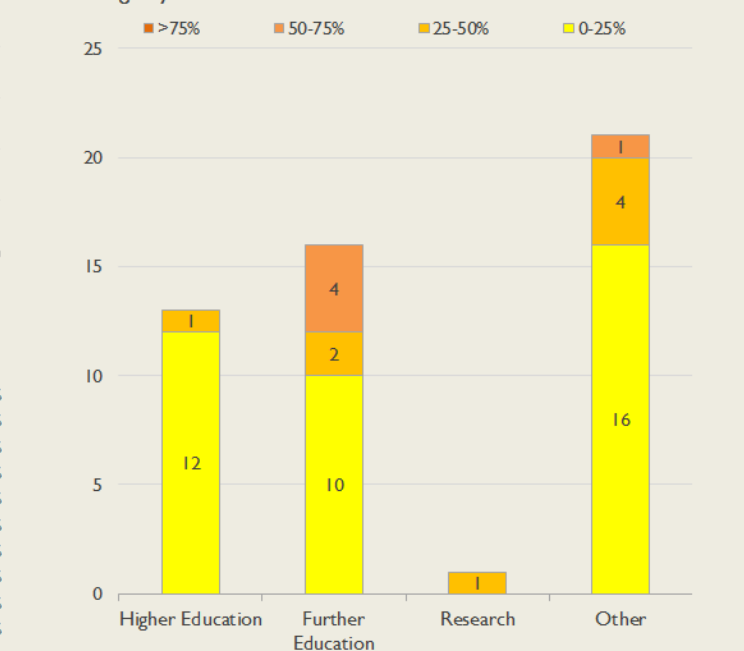|	Average Availability of All Services in Docklands				Average Availability of All Services in Janet			
	Feb 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Feb 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
	99.95%	18	99.97%	135	99.97%	13	99.96%	198
	Mean Time to Repair	Average Faults per Service per Year			Mean Time to Repair	Average Faults per Service per Year		
	2h 11m	0.85			6h 03m	0.61		
	Based on 70 faults over the last 24 months				Based on 1214 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	Services with no outage	Services with outage	Services failing SLA
Higher Education	7	1	
Further Education	9	1	
Research	1		
Other	14	3	

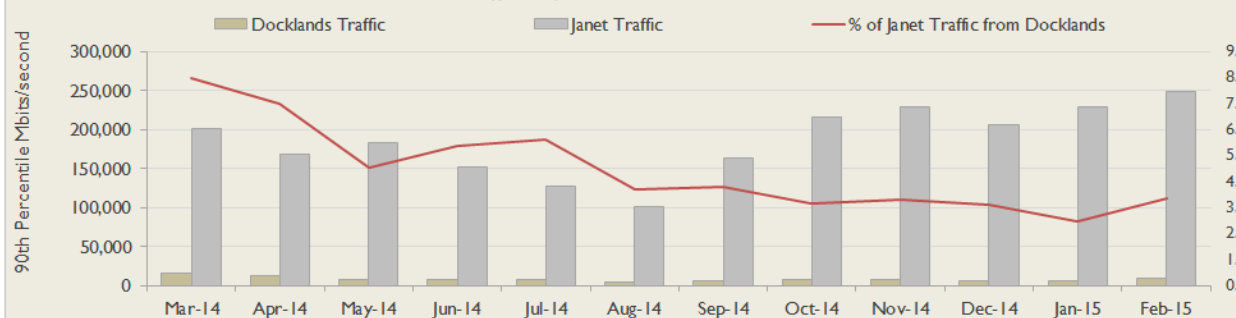X-axis: 0, 5, 10, 15, 20

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 (dotted)

Percentages show year on year comparison

+ 46% + 28% - 29% - 37% - 37% - 24% - 46% - 49% - 45% - 50% - 59% - 43%

Y-axis: 20,000; 15,000; 10,000; 5,000; 0 (90th Percentile Mbits/second)
X-axis: Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb

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

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

Category	0-25%	25-50%	50-75%	>75%
Higher Education	12	1		
Further Education	10	2	4	
Research		1		
Other	16		4	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: 300,000; 250,000; 200,000; 150,000; 100,000; 50,000; 0 (90th Percentile Mbits/second)
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: Mar-14, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14, Nov-14, Dec-14, Jan-15, Feb-15

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	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	12 Month Rolling Availability
Amersham and Wycombe College, Wycombe Campus											100%	100%	<12 Months
Berkshire College of Agriculture	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	99.98%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	99.98%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Globelynx Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hartlepool College of Further Education, via Telehouse West												100%	<12 Months
Hertford Regional College, Broxbourne Campus	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	98.88%	99.90%
Highbury College, Portsmouth, City of Portsmouth Centre											100%	100%	<12 Months
Lewisham Southwark College, Deptford Campus	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%

Service	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	12 Month Rolling Availability
London Borough of Harrow, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.25%	99.94%
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%	99.98%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Myerscough College, Additional Connection											100%	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 West Grid for Learning Trust	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%
Rothamsted Research Limited, Harpenden	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Holloway and Bedford New College*	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	>99.99%
Sandwell College, via Telehouse West												100%	<12 Months
Southend-on-Sea Borough Council, Personal & Community Development	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
SRUC, Barony Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Strode's College	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	100%	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%
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%	99.98%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Open University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	12 Month Rolling Availability
Thurrock Council, Personal & Community Development	100%	100%	**98.11%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.84%**
University of East Anglia, London	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
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%	99.98%	99.98%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
West Berkshire District 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.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Amersham and Wycombe College, Wycombe Campus	04/02/2015 12:04	04/02/2015 13:30	00:00	01:26	Customer Environment	Power cut
University of Hertfordshire, via Telehouse	16/02/2015 18:14	16/02/2015 18:32	00:00	00:18	Customer Maintenance	Customer Unscheduled Maintenance
Hertford Regional College, Broxbourne Campus	16/02/2015 22:16	17/02/2015 00:00	00:00	01:44	Unknown	Unknown
Hertford Regional College, Broxbourne Campus	17/02/2015 00:00	17/02/2015 07:31	00:00	07:31	Telco Maintenance	Telco unscheduled maintenance
Coventry University, London Campus, via Telehouse	18/02/2015 13:02	18/02/2015 14:07	00:00	01:05	Unknown	Unknown
Cranfield University, via Telehouse North	19/02/2015 02:17	19/02/2015 02:31	00:00	00:14	Telco Maintenance	Scheduled maintenance
London Borough of Harrow, Personal & Community Development	24/02/2015 15:06	24/02/2015 20:07	00:00	05:01	Telco Equipment	Card failure at network PoP