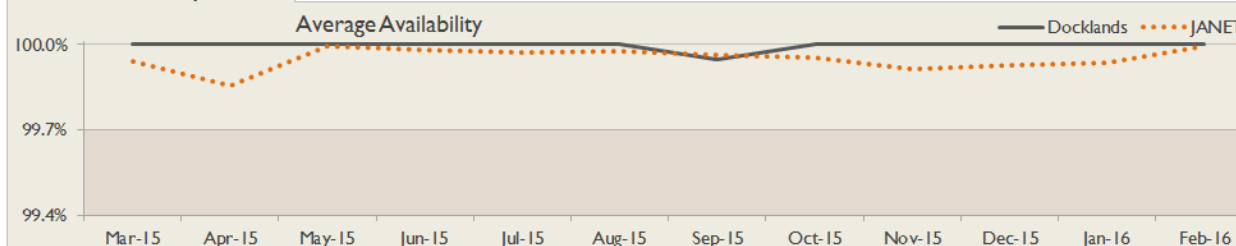# janet

Docklands Service Report

February 2016
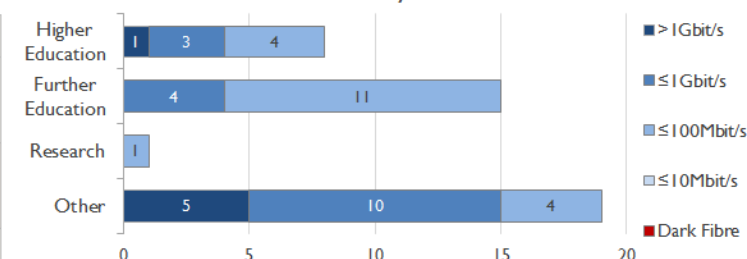
Jisc

Service Reliability

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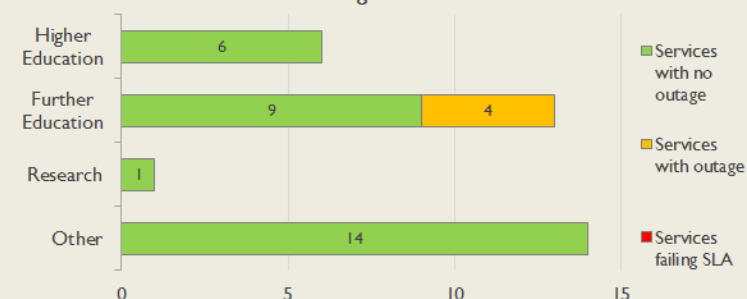
Average Availability

Legend: Docklands, JANET

Y-axis: 100.0%, 99.7%, 99.4%
X-axis: Mar-15, Apr-15, May-15, Jun-15, Jul-15, Aug-15, Sep-15, Oct-15, Nov-15, Dec-15, Jan-16, Feb-16

Connections in Docklands by Raw Bandwidth

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

Category	>1Gbit/s	≤1Gbit/s	≤100Mbit/s	≤10Mbit/s
Higher Education	1	3	4	
Further Education		4	11	
Research		1		
Other	5		10	4

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

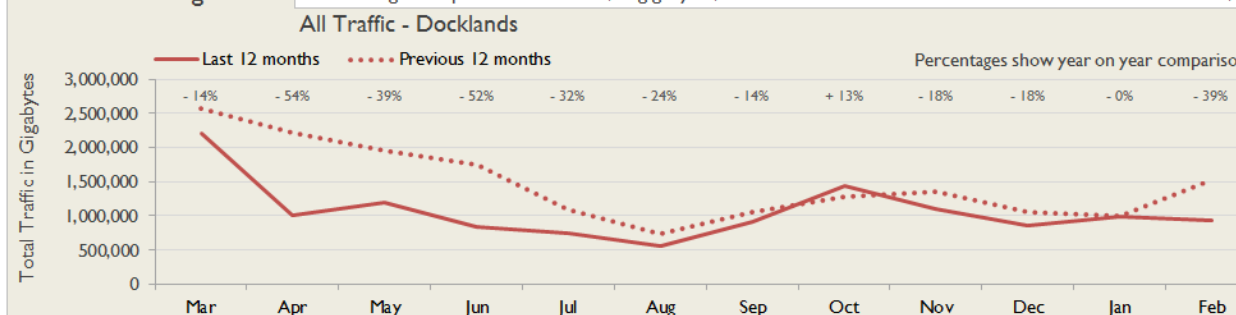|	Average Availability of All Services in Docklands				Average Availability of All Services in Janet			
	Feb 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Feb 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
	100%	0	>99.99%	25	>99.99%	3	99.95%	249
	Mean Time to Repair	Average Faults per Service per Year			Mean Time to Repair	Average Faults per Service per Year		
	1h 35m	0.96			5h 20m	0.68		
	Based on 65 faults over the last 24 months				Based on 1440 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

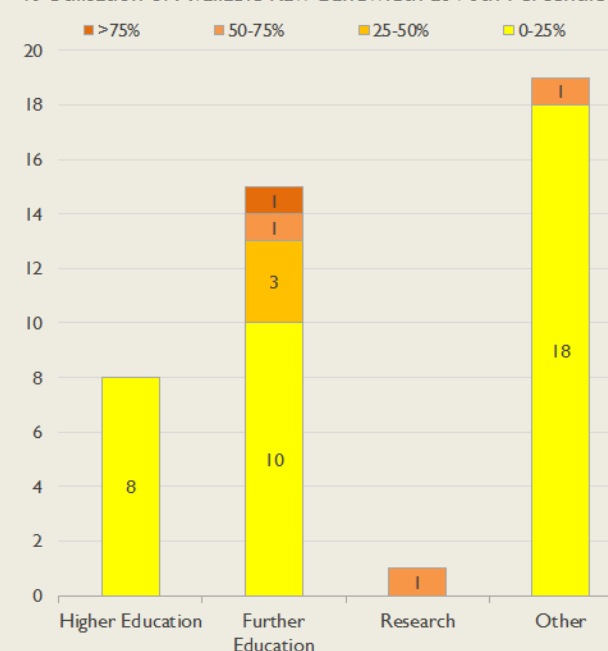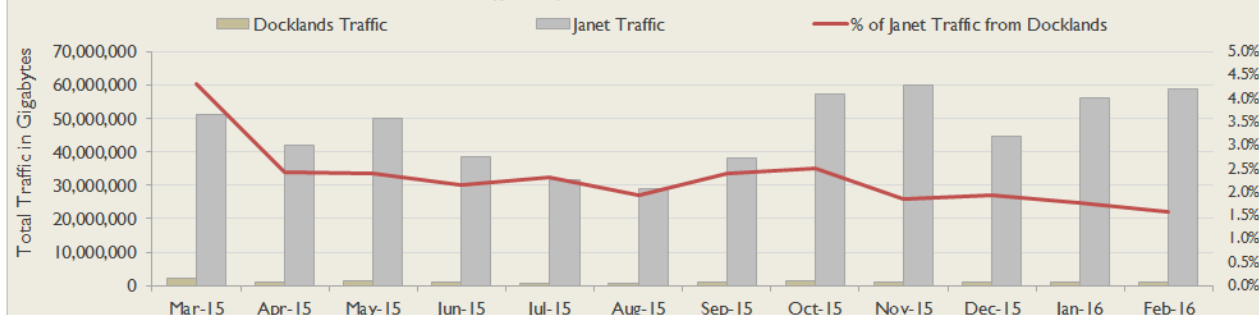| Category	Services with no outage	Services with outage
Higher Education	6	
Further Education	9	4
Research	1	
Other	14	

X-axis: 0, 5, 10, 15

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: - 14%, - 54%, - 39%, - 52%, - 32%, - 24%, - 14%, + 13%, - 18%, - 18%, - 0%, - 39%

Y-axis: Total Traffic in Gigabytes: 0, 500,000, 1,000,000, 1,500,000, 2,000,000, 2,500,000, 3,000,000
X-axis: Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb

% Utilisation of Available Raw Bandwidth at 90th Percentile

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

Category	>75%	50-75%	25-50%	0-25%
Higher Education				8
Further Education	1	1	3	10
Research		1		
Other		1		18

Y-axis: 0, 2, 4, 6, 8, 10, 12, 14, 16, 18, 20

Docklands Traffic Against Janet Traffic

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

Y-axis (left): Total Traffic in Gigabytes: 0, 10,000,000, 20,000,000, 30,000,000, 40,000,000, 50,000,000, 60,000,000, 70,000,000
Y-axis (right): 0.0%, 0.5%, 1.0%, 1.5%, 2.0%, 2.5%, 3.0%, 3.5%, 4.0%, 4.5%, 5.0%
X-axis: Mar-15, Apr-15, May-15, Jun-15, Jul-15, Aug-15, Sep-15, Oct-15, Nov-15, Dec-15, Jan-16, Feb-16

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 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
Berkshire College of Agriculture	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bishop Auckland College, Woodhouse Lane Campus [1]												100%	<12 Months
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%	100%	100%	<12 Months
Halesowen College, Hair and Beauty Academy		100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	<12 Months
King's College London, Quintdown Business Park			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Lincoln College, Newark						100%	99.60%	100%	100%	100%	100%	100%	<12 Months

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
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%	<12 Months
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%	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%
Thurrock Council, Personal & Community Development	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
Darlington College, via Telehouse West	02/02/2016 07:33	02/02/2016 07:42	00:00	00:09	Regional Maintenance	Scheduled maintenance
Darlington College, via Telehouse West	02/02/2016 07:46	02/02/2016 07:48	00:00	00:02	Regional Maintenance	Scheduled maintenance
Darlington College, via Telehouse West	02/02/2016 07:57	02/02/2016 08:02	00:00	00:05	Regional Maintenance	Scheduled maintenance
GEANT Limited, City House via Telehouse North	18/02/2016 18:59	18/02/2016 20:16	00:00	01:17	Customer Maintenance	Unscheduled maintenance