

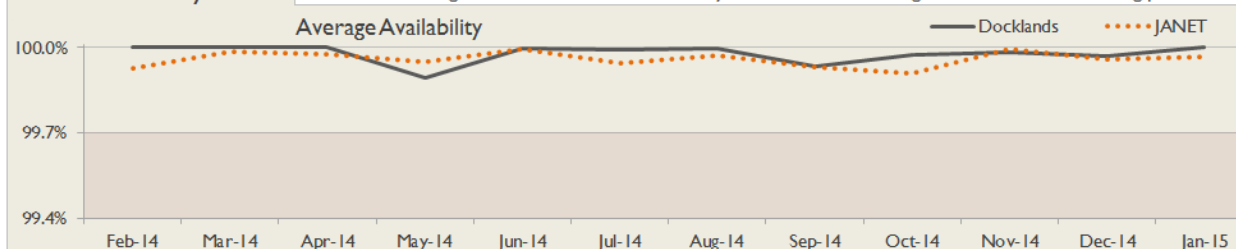


Docklands Service Report

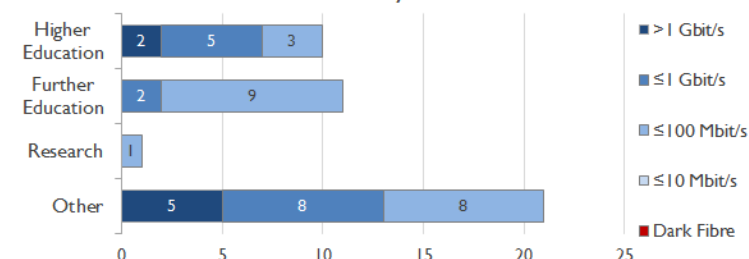
January 2015

Service Reliability

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

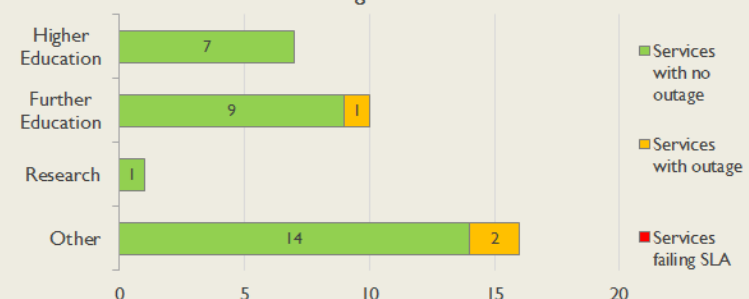


Connections in Docklands by Bandwidth



Average Availability of All Services in Docklands				Average Availability of All Services in Janet			
Jan 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jan 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.98%	114	99.97%	15	99.96%	216
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
2h 04m		1.00		6h 02m		0.62	
Based on 68 faults over the last 24 months				Based on 1232 faults over the last 24 months			

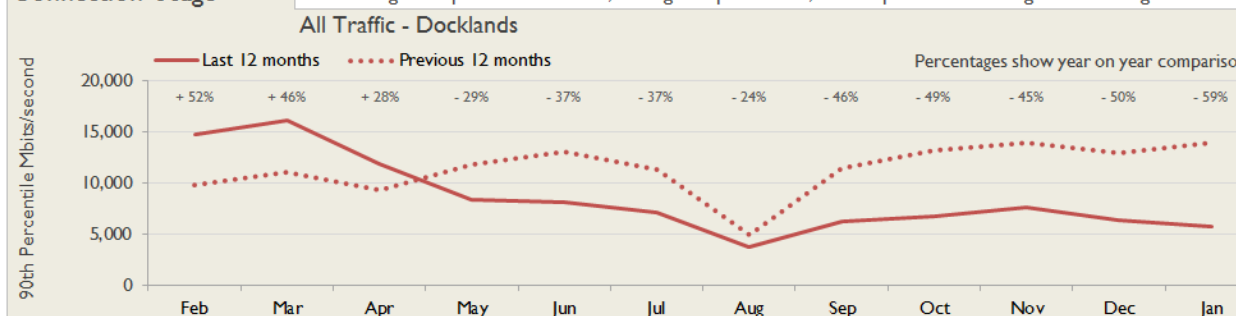
Docklands Service Outages - Last 12 Months



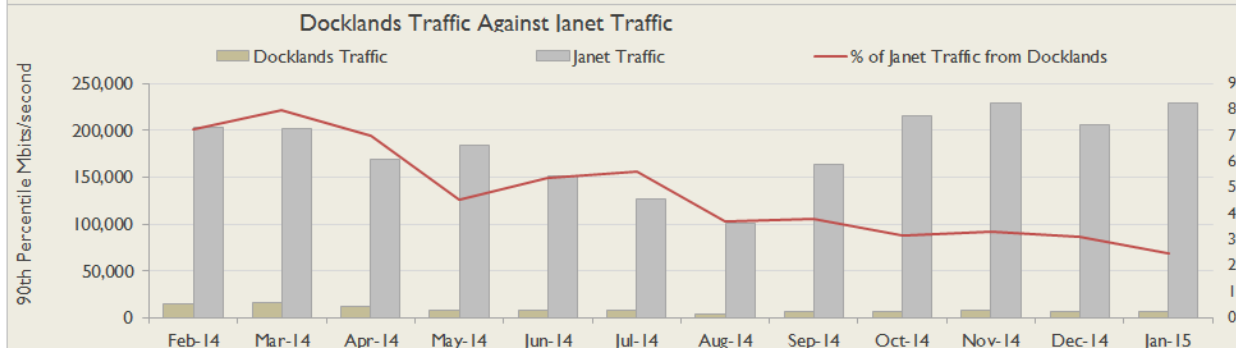
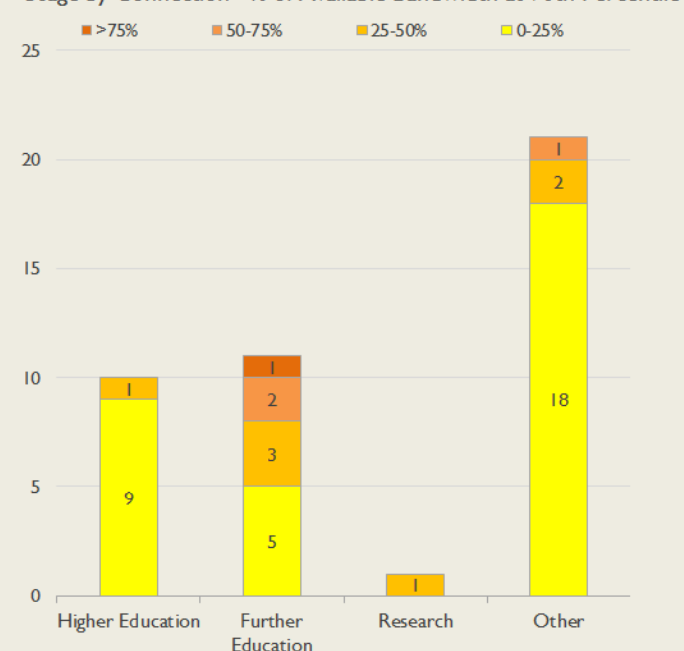
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

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



Usage by Connection - % of Available 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	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
Berkshire College of Agriculture	100%	100%	100%	100%	99.98%	99.98%	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%	100%	99.98%	99.98%	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%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	100%	>99.99%
Globelynx Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hertford Regional College, Broxbourne Campus	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
Lewisham Southwark College, Deptford Campus	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	100%	>99.99%
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%	99.98%	99.98%	100%	100%	100%	100%	100%	100%	>99.99%
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%

Service	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
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%
RM plc, Schools Learning Platform	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%	98.11%	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%	100%	99.98%	99.98%	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%	100%	99.98%	99.98%	100%	100%	100%	100%	100%	100%	>99.99%
The Open University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Thurrock Council, Personal & Community Development	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
University of East Anglia, London	100%	100%	100%	100%	99.98%	99.98%	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%	100%	99.98%	99.98%	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
University of Hertfordshire, via Telehouse	06/01/2015 07:50	06/01/2015 08:59	00:00	01:09	Customer Maintenance	Customer Scheduled Maintenance
Delivery of Advanced Network Technology to Europe Limited, via Telehouse	09/01/2015 17:05	09/01/2015 18:01	00:00	00:56	Customer Equipment	Site equipment fault
Delivery of Advanced Network Technology to Europe Limited, via Telehouse	09/01/2015 18:18	09/01/2015 18:40	00:00	00:22	Customer Equipment	Site equipment fault
University of Hertfordshire, via Telehouse	13/01/2015 07:07	13/01/2015 12:43	00:00	05:36	Customer Maintenance	Customer scheduled maintenance
University of Hertfordshire, via Telehouse	16/01/2015 08:09	16/01/2015 08:20	00:00	00:11	Customer Maintenance	Site failover testing
Coventry University, London Campus, via Telehouse	20/01/2015 16:14	21/01/2015 08:34	00:00	16:20	Customer Maintenance	Site failover to test throughput troubleshooting
Coventry University, London Campus, via Telecity	21/01/2015 11:04	21/01/2015 16:16	00:00	05:12	Customer Maintenance	Unscheduled maintenance at Coventry University