



Docklands Service Report

July 2014

Service Reliability

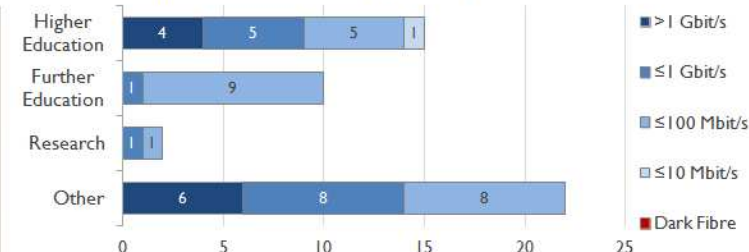
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



Average Availability of All Services in Docklands				Average Availability of All Services in Janet			
Jul 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jul 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	3	>99.99%	50	99.94%	26	99.96%	210
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
1h 37m		0.78		5h 48m		0.75	
Based on 59 faults over the last 24 months				Based on 1459 faults over the last 24 months			

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

Connections in Docklands by Bandwidth



Docklands Service Outages - Last 12 Months

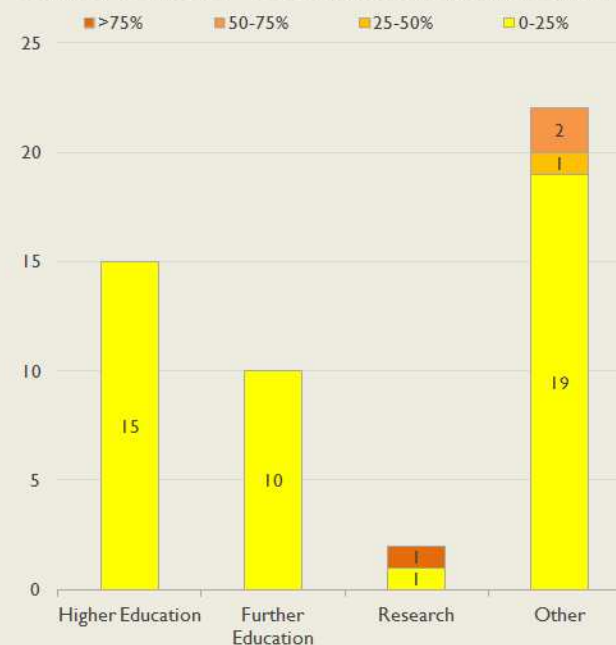


Connection Usage

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



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



Docklands Traffic Against Janet Traffic



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	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
Berkshire College of Agriculture	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	>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%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	>99.99%
East of England Broadband Network, Datacentre	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
East Sussex County Council					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Epping Forest College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasgow Caledonian University, Fashion Street (Wireless)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasgow Caledonian University, Fashion Street Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	>99.99%
Globelynx	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%	100%	100%	100%
Hertford Regional College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
LeSoCo, Deptford Campus	100%	100%	100%	99.72%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	99.97%

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	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, Interconnect											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, 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%
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%
Southend on Sea Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	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%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	>99.99%
Surrey County Council, Interconnect	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The British Library, St Pancras	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Mary Ward Centre, Great Turnstile					100%	100%	100%	100%	100%	100%	99.98%	99.98%	<12 Months
The National Centre for Young People with Epilepsy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	>99.99%
The Open University, Milton Keynes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Cumbria, London	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%	98.11%	100%	100%	99.84%

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
University of East Anglia, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	>99.99%
University of Glamorgan, London Office												100%	<12 Months
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%	99.98%	99.98%	>99.99%
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
LeSoCo, Deptford Campus	01/07/2014 01:03	01/07/2014 01:06	00:00	00:03	Regional Equipment	Faulty card
Berkshire College of Agriculture	01/07/2014 01:03	01/07/2014 01:06	00:00	00:03	Regional Equipment	Faulty card
Coventry University, London Campus, via Telecity	01/07/2014 01:03	01/07/2014 01:06	00:00	00:03	Regional Equipment	Faulty card
Defence Science and Technology Laboratory, via Telecity	01/07/2014 01:03	01/07/2014 01:06	00:00	00:03	Regional Equipment	Faulty card
Glasgow Caledonian University, Fashion Street Campus	01/07/2014 01:03	01/07/2014 01:06	00:00	00:03	Regional Equipment	Faulty card
The National Centre for Young People with Epilepsy	01/07/2014 01:03	01/07/2014 01:06	00:00	00:03	Regional Equipment	Faulty card
Strode's College	01/07/2014 01:03	01/07/2014 01:06	00:00	00:03	Regional Equipment	Faulty card
The Mary Ward Centre, Great Turnstile	01/07/2014 01:03	01/07/2014 01:06	00:00	00:03	Regional Equipment	Faulty card
University of East Anglia, London	01/07/2014 01:03	01/07/2014 01:06	00:00	00:03	Regional Equipment	Faulty card
University of Lancaster, The Work Foundation	01/07/2014 01:03	01/07/2014 01:06	00:00	00:03	Regional Equipment	Faulty card
East Berkshire College, Windsor Campus	01/07/2014 01:03	01/07/2014 01:06	00:00	00:03	Regional Equipment	Faulty card
Strode's College	01/07/2014 02:42	01/07/2014 02:45	00:00	00:03	Regional	Faulty card

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Equipment	
University of Lancaster, The Work Foundation	01/07/2014 02:42	01/07/2014 02:45	00:00	00:03	Regional Equipment	Faulty card
University of East Anglia, London	01/07/2014 02:42	01/07/2014 02:45	00:00	00:03	Regional Equipment	Faulty card
The Mary Ward Centre, Great Turnstile	01/07/2014 02:42	01/07/2014 02:45	00:00	00:03	Regional Equipment	Faulty card
Coventry University, London Campus, via Telecity	01/07/2014 02:42	01/07/2014 02:45	00:00	00:03	Regional Equipment	Faulty card
Defence Science and Technology Laboratory, via Telecity	01/07/2014 02:42	01/07/2014 02:45	00:00	00:03	Regional Equipment	Faulty card
East Berkshire College, Windsor Campus	01/07/2014 02:42	01/07/2014 02:45	00:00	00:03	Regional Equipment	Faulty card
Glasgow Caledonian University, Fashion Street Campus	01/07/2014 02:42	01/07/2014 02:45	00:00	00:03	Regional Equipment	Faulty card
LeSoCo, Deptford Campus	01/07/2014 02:42	01/07/2014 02:45	00:00	00:03	Regional Equipment	Faulty card
The National Centre for Young People with Epilepsy	01/07/2014 02:42	01/07/2014 02:45	00:00	00:03	Regional Equipment	Faulty card
Berkshire College of Agriculture	01/07/2014 02:42	01/07/2014 02:45	00:00	00:03	Regional Equipment	Faulty card
East Berkshire College, Windsor Campus	01/07/2014 07:30	01/07/2014 07:36	00:00	00:06	Regional Emergency Maintenance	Emergency maintenance affecting various sites connected from Telecity HX
Coventry University, London Campus, via Telecity	01/07/2014 07:30	01/07/2014 07:36	00:00	00:06	Regional Emergency	Emergency maintenance affecting various sites connected from Telecity HX

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Maintenance	
Defence Science and Technology Laboratory, via Telecity	01/07/2014 07:30	01/07/2014 07:36	00:00	00:06	Regional Emergency Maintenance	Emergency maintenance affecting various sites connected from Telecity HX
Berkshire College of Agriculture	01/07/2014 07:30	01/07/2014 07:36	00:00	00:06	Regional Emergency Maintenance	Emergency maintenance affecting various sites connected from Telecity HX
Glasgow Caledonian University, Fashion Street Campus	01/07/2014 07:30	01/07/2014 07:36	00:00	00:06	Regional Emergency Maintenance	Emergency maintenance affecting various sites connected from Telecity HX
The Mary Ward Centre, Great Turnstile	01/07/2014 07:30	01/07/2014 07:36	00:00	00:06	Regional Emergency Maintenance	Emergency maintenance affecting various sites connected from Telecity HX
University of Lancaster, The Work Foundation	01/07/2014 07:30	01/07/2014 07:36	00:00	00:06	Regional Emergency Maintenance	Emergency maintenance affecting various sites connected from Telecity HX
University of East Anglia, London	01/07/2014 07:30	01/07/2014 07:36	00:00	00:06	Regional Emergency Maintenance	Emergency maintenance affecting various sites connected from Telecity HX
LeSoCo, Deptford Campus	01/07/2014 07:30	01/07/2014 07:36	00:00	00:06	Regional Emergency Maintenance	Emergency maintenance affecting various sites connected from Telecity HX
Strode's College	01/07/2014 07:30	01/07/2014 07:36	00:00	00:06	Regional Emergency Maintenance	Emergency maintenance affecting various sites connected from Telecity HX
The National Centre for Young People with Epilepsy	01/07/2014 07:30	01/07/2014 07:36	00:00	00:06	Regional Emergency Maintenance	Emergency maintenance affecting various sites connected from Telecity HX

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The National Centre for Young People with Epilepsy	01/07/2014 13:51	01/07/2014 13:56	00:00	00:05	Regional Equipment	Faulty card
LeSoCo, Deptford Campus	01/07/2014 13:51	01/07/2014 13:56	00:00	00:05	Regional Equipment	Faulty card
Glasgow Caledonian University, Fashion Street Campus	01/07/2014 13:51	01/07/2014 13:56	00:00	00:05	Regional Equipment	Faulty card
East Berkshire College, Windsor Campus	01/07/2014 13:51	01/07/2014 13:56	00:00	00:05	Regional Equipment	Faulty card
Strode's College	01/07/2014 13:51	01/07/2014 13:56	00:00	00:05	Regional Equipment	Faulty card
The Mary Ward Centre, Great Turnstile	01/07/2014 13:51	01/07/2014 13:56	00:00	00:05	Regional Equipment	Faulty card
Defence Science and Technology Laboratory, via Telecity	01/07/2014 13:51	01/07/2014 13:56	00:00	00:05	Regional Equipment	Faulty card
University of East Anglia, London	01/07/2014 13:51	01/07/2014 13:56	00:00	00:05	Regional Equipment	Faulty card
University of Lancaster, The Work Foundation	01/07/2014 13:51	01/07/2014 13:56	00:00	00:05	Regional Equipment	Faulty card
Berkshire College of Agriculture	01/07/2014 13:51	01/07/2014 13:56	00:00	00:05	Regional Equipment	Faulty card
Coventry University, London Campus, via Telecity	01/07/2014 13:51	01/07/2014 13:56	00:00	00:05	Regional Equipment	Faulty card
Queen Mary and Westfield College, University of London, Mile End Road, Whitechapel	02/07/2014 07:26	02/07/2014 08:15	00:00	00:49	Customer Unscheduled Maintenance	Unscheduled site maintenance at Queen Mary and Westfield College
Hertford Regional College	12/07/2014 09:56	12/07/2014 14:33	00:00	04:37	Customer	Power issues at Hertford Regional College

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Environment	
Queen Mary and Westfield College, University of London, Mile End Road, Whitechapel	12/07/2014 20:58	14/07/2014 11:49	00:00	14:51	Customer Equipment	Customer provided hardware failure
RM plc, South East Grid for Learning, via Telecity	16/07/2014 23:06	17/07/2014 00:09	00:00	01:03	Customer Scheduled Maintenance	Scheduled maintenance
RM plc, South West Grid for Learning Trust, via Telecity	16/07/2014 23:06	17/07/2014 00:09	00:00	01:03	Customer Scheduled Maintenance	Scheduled maintenance
Queen Mary and Westfield College, University of London, Mile End Road, Whitechapel	17/07/2014 03:39	17/07/2014 10:49	00:00	07:10	Customer Equipment	Customer equipment fault
Queen Mary and Westfield College, University of London, Mile End Road, Whitechapel	17/07/2014 13:47	17/07/2014 15:01	00:00	01:14	Customer Equipment	Faulty customer network hardware
London Grid for Learning Trust, via Telehouse	25/07/2014 23:23	29/07/2014 23:48	00:00	00:25	Customer Line	Faulty patch cable
RM plc, South West Grid for Learning Trust, via Telecity	31/07/2014 20:36	31/07/2014 21:26	00:00	00:50	Customer Scheduled Maintenance	Scheduled maintenance
RM plc, South East Grid for Learning, via Telecity	31/07/2014 20:42	31/07/2014 21:26	00:00	00:44	Customer Scheduled Maintenance	Scheduled maintenance