

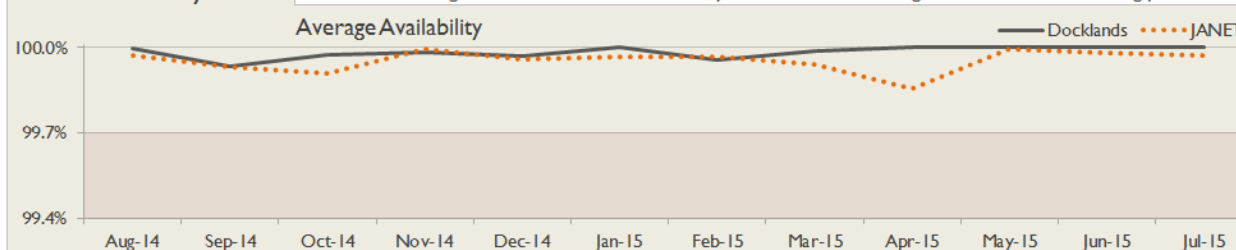


Docklands Service Report

July 2015

Service Reliability

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



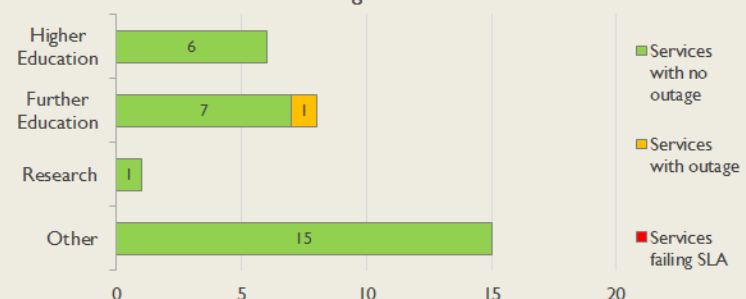
Connections in Docklands by Bandwidth



| Average Availability of All Services in Docklands | | | | Average Availability of All Services in Janet | | | |
|---|--|-------------------------------------|--|---|--|-------------------------------------|--|
| Jul 2015 | Equivalent Unavailability in Minutes per Service | 12 Months Rolling | Equivalent Unavailability in Minutes per Service | Jul 2015 | Equivalent Unavailability in Minutes per Service | 12 Months Rolling | Equivalent Unavailability in Minutes per Service |
| 100% | 0 | 99.98% | 97 | 99.97% | 12 | 99.95% | 245 |
| Mean Time to Repair | | Average Faults per Service per Year | | Mean Time to Repair | | Average Faults per Service per Year | |
| 1h 30m | | 0.90 | | 5h 20m | | 0.68 | |
| Based on 63 faults over the last 24 months | | | | Based on 1399 faults over the last 24 months | | | |

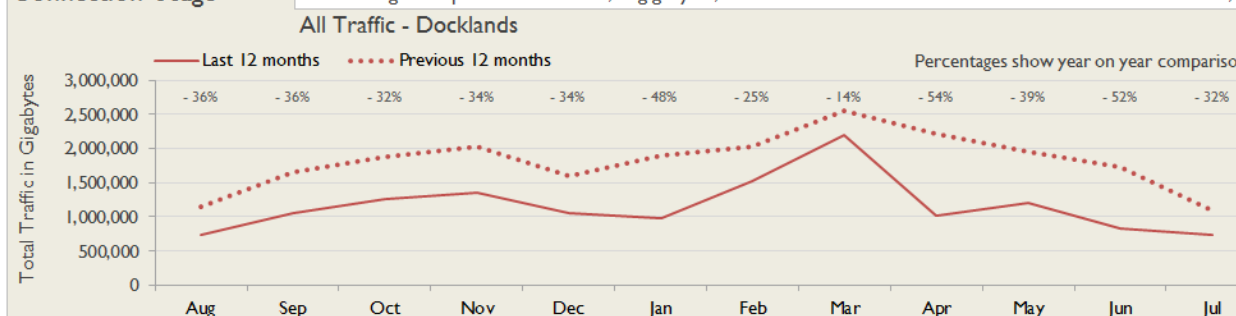
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Docklands Service Outages - Last 12 Months

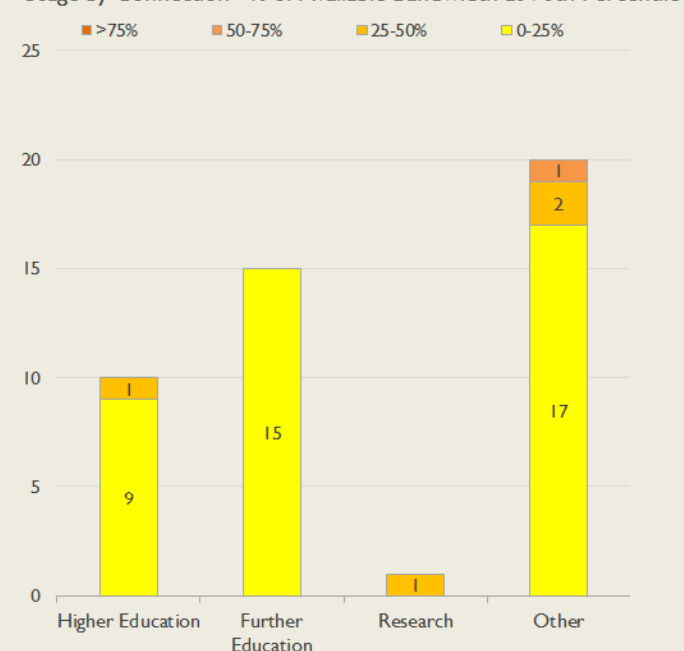


Connection Usage

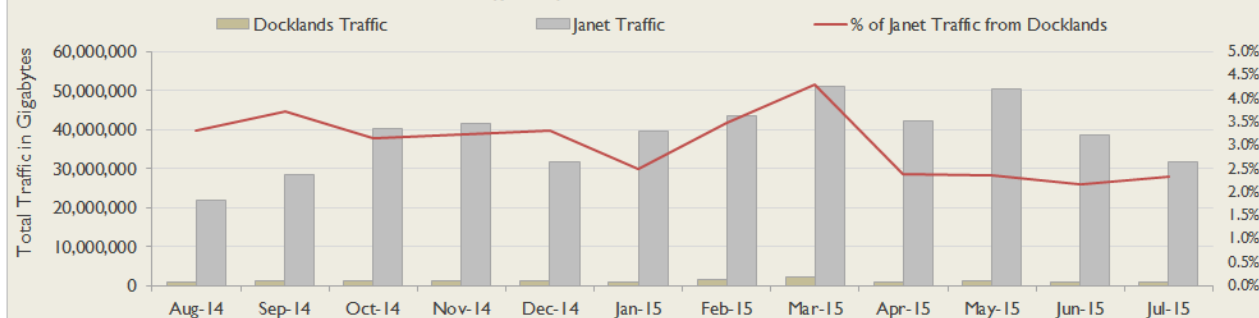
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



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

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 | Aug 14 | Sep 14 | Oct 14 | Nov 14 | Dec 14 | Jan 15 | Feb 15 | Mar 15 | Apr 15 | May 15 | Jun 15 | Jul 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% | <12 Months |
| Halesowen College, Hair and Beauty Academy | | | | | | | | | 100% | 100% | 100% | 100% | <12 Months |
| Hertford Regional College, Broxbourne Campus | 99.87% | 100% | 100% | 100% | 100% | 100% | 98.88% | 100% | 100% | 100% | 100% | 100% | 99.90% |
| King's College London, Quintdown Business Park | | | | | | | | | | 100% | 100% | 100% | <12 Months |
| London Grid for Learning Trust* | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

| Service | Aug 14 | Sep 14 | Oct 14 | Nov 14 | Dec 14 | Jan 15 | Feb 15 | Mar 15 | Apr 15 | May 15 | Jun 15 | Jul 15 | 12 Month Rolling Availability |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------------|
| Loughborough College, via Telehouse West | | | | | | | | | | | | 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% | <12 Months |
| Redstone Communications Ltd | 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 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.

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 |
|---|---------------------|-------------------|---------------|----------------|-----------------------------|--|
| The Open University, Wellingborough | 01/07/2015 16:08 | 02/07/2015 01:29 | 00:49 | 08:32 | Telco Equipment | Telco faulty network module |
| The Open University, Wellingborough | 02/07/2015 01:29 | 02/07/2015 07:19 | 05:50 | 00:00 | Telco Equipment | NTE required reboot after card replacement |
| London Grid for Learning Trust, Poplar via Manchester | 04/07/2015 00:51 | 04/07/2015 01:12 | 00:00 | 00:21 | Customer Equipment | Customer provided circuit |
| London Grid for Learning Trust, Orpington via Manchester | 04/07/2015 02:26 | 04/07/2015 02:36 | 00:00 | 00:10 | Customer Equipment | Customer provided circuit |
| The Open University, Milton Keynes | 04/07/2015 08:53 | 04/07/2015 19:24 | 00:00 | 10:31 | Telco Equipment | Faulty NTE at B end site |
| The College of West Anglia, King's Lynn Campus | 06/07/2015 01:21 | 06/07/2015 01:30 | 00:00 | 00:09 | Telco Scheduled Maintenance | Scheduled maintenance affecting sites within Docklands and London region |
| Berkshire College of Agriculture | 06/07/2015 03:09 | 06/07/2015 03:40 | 00:00 | 00:31 | Telco Scheduled Maintenance | Scheduled maintenance affecting sites within Docklands and London region |
| Bracknell and Wokingham College | 06/07/2015 03:09 | 06/07/2015 03:40 | 00:00 | 00:31 | Telco Scheduled Maintenance | Scheduled maintenance affecting sites within Docklands and London region |
| East Berkshire College, Windsor Campus | 06/07/2015 03:09 | 06/07/2015 03:40 | 00:00 | 00:31 | Telco Scheduled Maintenance | Scheduled maintenance affecting sites within Docklands and London region |
| Epping Forest College | 06/07/2015 03:09 | 06/07/2015 03:40 | 00:00 | 00:31 | Telco Scheduled Maintenance | Scheduled maintenance affecting sites within Docklands and London region |
| Rothamsted Research Limited, Harpenden | 06/07/2015 03:09 | 06/07/2015 03:40 | 00:00 | 00:31 | Telco Scheduled Maintenance | Scheduled maintenance affecting sites within Docklands and London region |
| Southend-on-Sea Borough Council, Personal & Community Development | 06/07/2015 03:09 | 06/07/2015 03:40 | 00:00 | 00:31 | Telco Scheduled Maintenance | Scheduled maintenance affecting sites within Docklands and London region |

| Connection | Start Date and Time | End Date and Time | Parking hh:mm | Duration hh:mm | Fault Type | Description |
|--|---------------------|-------------------|---------------|----------------|--------------------------------|--|
| Strode's College | 06/07/2015 03:09 | 06/07/2015 03:40 | 00:00 | 00:31 | Telco Scheduled Maintenance | Scheduled maintenance affecting sites within Docklands and London region |
| The National Centre for Young People with Epilepsy | 06/07/2015 03:09 | 06/07/2015 03:40 | 00:00 | 00:31 | Telco Scheduled Maintenance | Scheduled maintenance affecting sites within Docklands and London region |
| Thurrock Council, Personal & Community Development | 06/07/2015 03:09 | 06/07/2015 03:40 | 00:00 | 00:31 | Telco Scheduled Maintenance | Scheduled maintenance affecting sites within Docklands and London region |
| London Grid for Learning Trust, Orpington via Manchester | 07/07/2015 07:26 | 07/07/2015 07:56 | 00:00 | 00:30 | Regional Scheduled Maintenance | Scheduled software upgrade affecting Telecity Manchester C-PoP |
| London Grid for Learning Trust, Poplar via Manchester | 07/07/2015 07:26 | 07/07/2015 07:56 | 00:00 | 00:30 | Regional Scheduled Maintenance | Scheduled software upgrade affecting Telecity Manchester C-PoP |
| London Grid for Learning Trust, Orpington via Manchester | 07/07/2015 08:11 | 07/07/2015 08:49 | 00:00 | 00:38 | Regional Scheduled Maintenance | Scheduled software upgrade affecting Telecity Manchester C-PoP |
| London Grid for Learning Trust, Poplar via Manchester | 07/07/2015 08:11 | 07/07/2015 08:49 | 00:00 | 00:38 | Regional Scheduled Maintenance | Scheduled software upgrade affecting Telecity Manchester C-PoP |
| London Grid for Learning Trust, Orpington via Manchester | 07/07/2015 09:00 | 07/07/2015 19:22 | 00:00 | 10:22 | Regional Equipment | Software issues to shut down ports to improve stability and re-route traffic |
| London Grid for Learning Trust, Poplar via Manchester | 07/07/2015 09:00 | 07/07/2015 19:22 | 00:00 | 10:22 | Regional Equipment | Software issues to shut down ports to improve stability and re-route traffic |
| London Grid for Learning Trust, Orpington via Manchester | 07/07/2015 19:34 | 07/07/2015 19:42 | 00:00 | 00:08 | Regional Equipment | Software issues to shut down ports to improve stability and re-route traffic |
| London Grid for Learning Trust, Poplar via Manchester | 07/07/2015 19:34 | 07/07/2015 19:42 | 00:00 | 00:08 | Regional Equipment | Software issues to shut down ports to improve stability and re-route traffic |
| University of Hertfordshire, via Cambridge | 17/07/2015 02:38 | 17/07/2015 12:22 | 00:00 | 09:44 | Regional Environment | University of Cambridge PoP flooded |

| Connection | Start Date and Time | End Date and Time | Parking hh:mm | Duration hh:mm | Fault Type | Description |
|--|---------------------|-------------------|------------------|-------------------|----------------------|----------------------|
| Thurrock Council, Personal & Community Development | 21/07/2015 16:15 | 21/07/2015 16:27 | 00:00 | 00:12 | Customer Environment | Power outage at site |