



Docklands Service Report

June 2014

Service Reliability

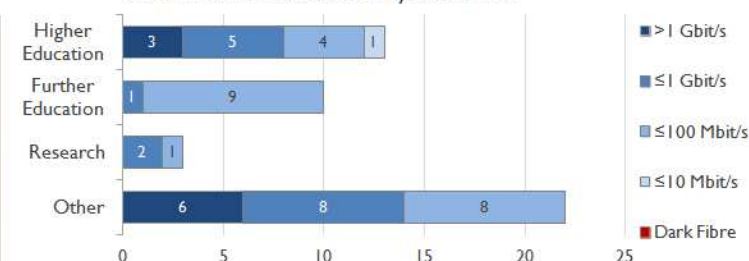
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



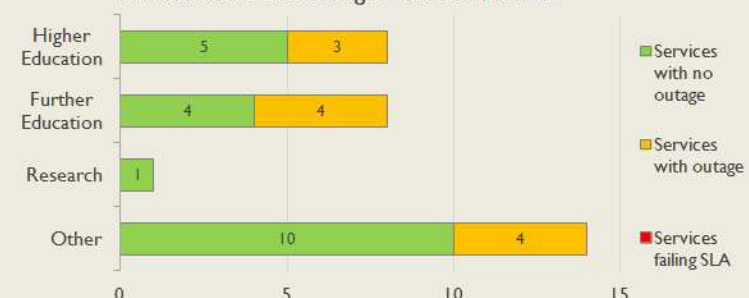
Average Availability of All Services in Docklands				Average Availability of All Services in Janet			
Jun 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jun 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	2	>99.99%	48	>99.99%	3	99.96%	206
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
2h 55m		0.43		6h 06m		0.73	
Based on 32 faults over the last 24 months				Based on 1427 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	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	12 Month Rolling Availability
Berkshire College of Agriculture	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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%	100%	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%	<12 Months
Epping Forest College	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%	100%	99.98%	>99.99%
Glasgow Caledonian University, Fashion Street (Wireless)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	99.72%	100%	100%	100%	100%	100%	100%	99.98%	99.97%

Service	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 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%	<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, 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%
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%	98.11%	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%	100%	99.98%	>99.99%
Surrey County Council, Interconnect	100%	99.91%	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%	<12 Months
The National Centre for Young People with Epilepsy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	>99.99%
The Open University	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%	<12 Months
Thurrock Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	99.84%

Service	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	12 Month Rolling Availability
University of East Anglia, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	>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%	100%	100%	100%	100%	100%	100%	100%	99.98%	>99.99%
West Berkshire District Council		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months

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
Palmer's College	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
Queen Mary and Westfield College, University of London, Mile End Road, Whitechapel	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
Epping Forest College	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
RM plc, South East Grid for Learning, via Telehouse	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
Coventry University, London Campus, via Telehouse	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
SRUC, Barony Campus, Link I	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
RM plc, South West Grid for Learning Trust, via Telehouse	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
Surrey County Council, Interconnect	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
Aylesbury College, via Telehouse	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled	Scheduled maintenance within Telehouse North

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Maintenance	
Delivery of Advanced Network Technology to Europe Limited, via Telehouse	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
Defence Science and Technology Laboratory, via Telehouse	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
European Bioinformatics Institute, via Telehouse	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
The Open University, Wellingborough	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
East Sussex County Council, via Telehouse	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
The British Library, St Pancras	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
Bracknell and Wokingham College	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
Rothamsted Research Limited, Harpenden	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
Southend on Sea Borough Council, Personal & Community Development	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
West Berkshire District Council	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
Thurrock Council, Personal & Community Development	10/06/2014 07:00	10/06/2014 07:10	00:00	00:10	Regional Scheduled Maintenance	Scheduled maintenance within Telehouse North
East Sussex County Council, via Telecity	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
University of Lancaster, The Work Foundation	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
The Mary Ward Centre, Great Turnstile	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
Strode's College	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
Berkshire College of Agriculture	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
European Bioinformatics Institute, via Telecity	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
East Berkshire College, Windsor Campus	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
RM plc, South West Grid for Learning Trust, via Telecity	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled	Scheduled maintenance within Telecity Harbour Exchange

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Maintenance	
Glasgow Caledonian University, Fashion Street Campus	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
Glasgow Caledonian University, Fashion Street (Wireless)	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
Coventry University, London Campus, via Telecity	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
University of East Anglia, London	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
RM plc, South East Grid for Learning, via Telecity	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
Defence Science and Technology Laboratory, via Telecity	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
The National Centre for Young People with Epilepsy	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
University of East Anglia, London	30/06/2014 15:23	30/06/2014 15:26	00:00	00:03	Regional Equipment	Faulty Card
Coventry University, London Campus, via Telecity	30/06/2014 15:23	30/06/2014 15:26	00:00	00:03	Regional Equipment	Faulty Card
University of Lancaster, The Work Foundation	30/06/2014 15:23	30/06/2014 15:26	00:00	00:03	Regional Equipment	Faulty Card

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Strode's College	30/06/2014 15:23	30/06/2014 15:26	00:00	00:03	Regional Equipment	Faulty Card
Berkshire College of Agriculture	30/06/2014 15:23	30/06/2014 15:26	00:00	00:03	Regional Equipment	Faulty Card
Defence Science and Technology Laboratory, via Telecity	30/06/2014 15:23	30/06/2014 15:26	00:00	00:03	Regional Equipment	Faulty Card
Glasgow Caledonian University, Fashion Street Campus	30/06/2014 15:23	30/06/2014 15:26	00:00	00:03	Regional Equipment	Faulty Card
LeSoCo, Deptford Campus	30/06/2014 15:23	30/06/2014 15:26	00:00	00:03	Regional Equipment	Faulty Card
The National Centre for Young People with Epilepsy	30/06/2014 15:23	30/06/2014 15:26	00:00	00:03	Regional Equipment	Faulty Card
East Berkshire College, Windsor Campus	30/06/2014 15:23	30/06/2014 15:26	00:00	00:03	Regional Equipment	Faulty Card
The Mary Ward Centre, Great Turnstile	30/06/2014 15:23	30/06/2014 15:26	00:00	00:03	Regional Equipment	Faulty Card
Strode's College	30/06/2014 21:21	30/06/2014 21:26	00:00	00:05	Regional Equipment	Faulty Card
University of Lancaster, The Work Foundation	30/06/2014 21:21	30/06/2014 21:26	00:00	00:05	Regional Equipment	Faulty Card
The Mary Ward Centre, Great Turnstile	30/06/2014 21:21	30/06/2014 21:26	00:00	00:05	Regional Equipment	Faulty Card
The National Centre for Young People with Epilepsy	30/06/2014 21:21	30/06/2014 21:26	00:00	00:05	Regional Equipment	Faulty Card
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Berkshire College of Agriculture	30/06/2014 21:21	30/06/2014 21:26	00:00	00:05	Regional Equipment	Faulty Card
University of East Anglia, London	30/06/2014 21:21	30/06/2014 21:26	00:00	00:05	Regional Equipment	Faulty Card