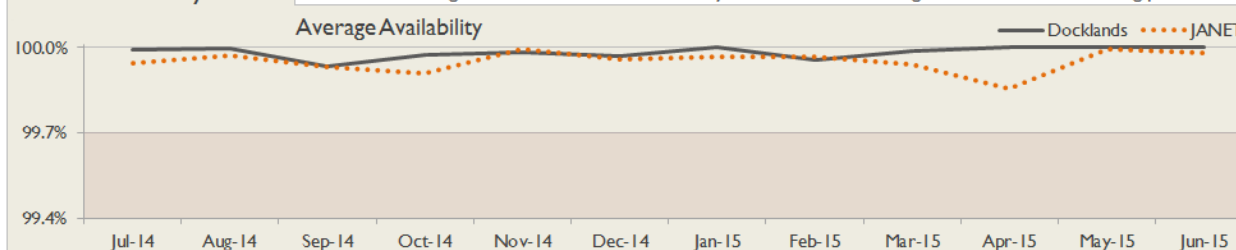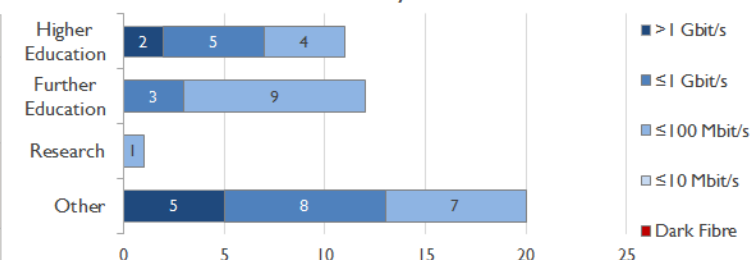# janet

Docklands Service Report

June 2015

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: Jul-14, Aug-14, Sep-14, Oct-14, Nov-14, Dec-14, Jan-15, Feb-15, Mar-15, Apr-15, May-15, Jun-15

Connections in Docklands by Bandwidth

Category	Values
Higher Education	2, 5, 4
Further Education	3, 9
Research	1
Other	5, 8, 7

Legend: > 1 Gbit/s, ≤ 1 Gbit/s, ≤ 100 Mbit/s, ≤ 10 Mbit/s, Dark Fibre
X-axis: 0, 5, 10, 15, 20, 25

	Average Availability of All Services in Docklands				Average Availability of All Services in Janet			
	Jun 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jun 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
	100%	0	99.98%	99	99.98%	9	99.95%	259
	Mean Time to Repair	Average Faults per Service per Year			Mean Time to Repair		Average Faults per Service per Year	
	1h 30m	0.95			5h 40m		0.66	
	Based on 63 faults over the last 24 months				Based on 1342 faults over the last 24 months			

Docklands Service Outages - Last 12 Months

Category	Values
Higher Education	4, 3
Further Education	3, 5
Research	1
Other	14, 1

Legend: Services with no outage, Services with outage, Services failing SLA
X-axis: 0, 5, 10, 15, 20

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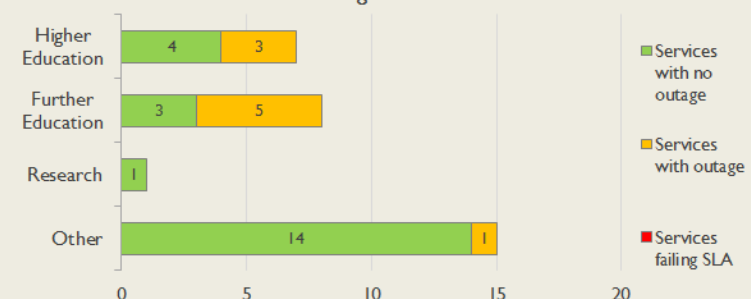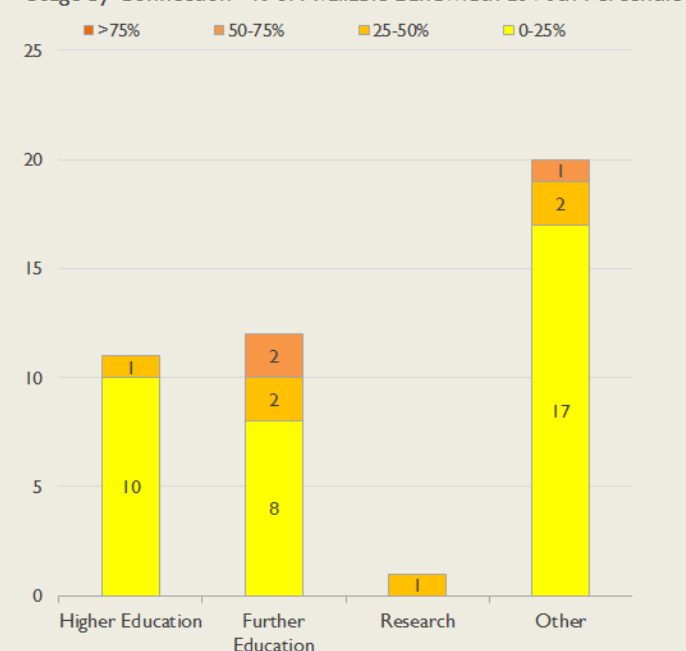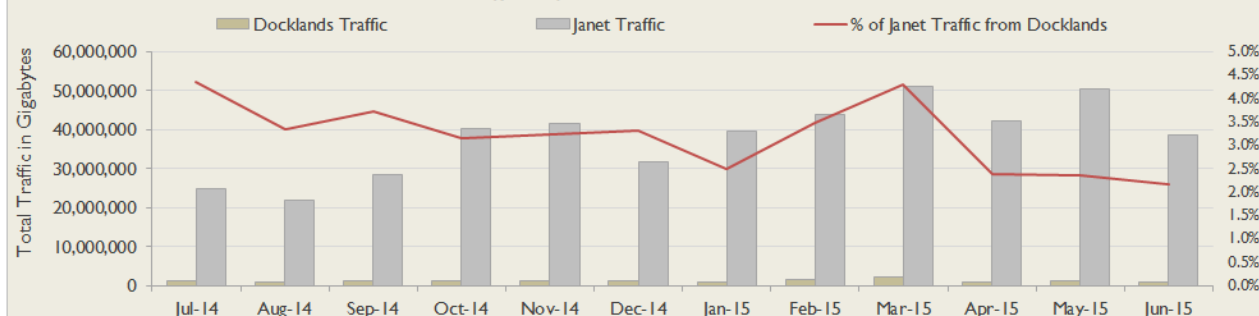
Connection Usage

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: - 33%, - 37%, - 36%, - 33%, - 34%, - 34%, - 48%, - 25%, - 14%, - 54%, - 39%, - 52%

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: Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb, Mar, Apr, May, Jun
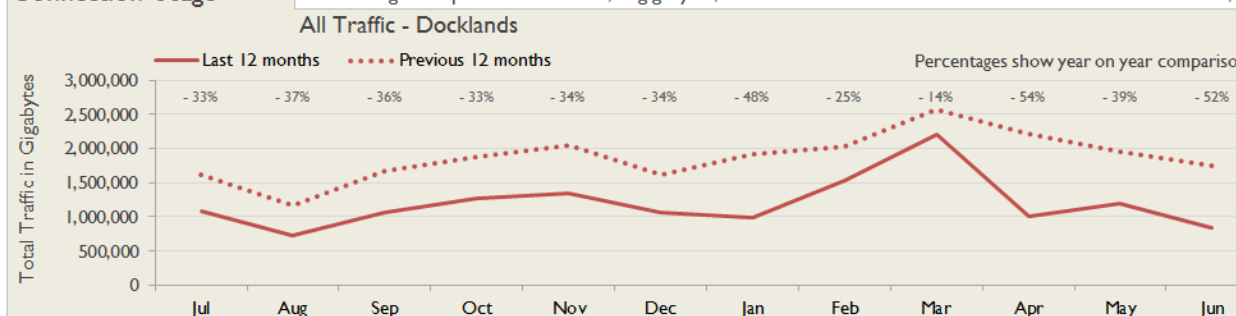
Usage by Connection - % of Available Bandwidth at 90th Percentile

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

Category	Values
Higher Education	10, 1
Further Education	8, 2, 2
Research	1
Other	17, 2, 1

Y-axis: 0, 5, 10, 15, 20, 25
X-axis: Higher Education, Further Education, Research, Other

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
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: Jul-14, Aug-14, Sep-14, Oct-14, Nov-14, Dec-14, Jan-15, Feb-15, Mar-15, Apr-15, May-15, Jun-15

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	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	12 Month Rolling Availability
Berkshire College of Agriculture	99.98%	100%	100%	100%	100%	100%	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	99.98%	100%	100%	100%	100%	100%	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	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Globelynx Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Halesowen College, Hair and Beauty Academy										100%	100%	100%	<12 Months
Hertford Regional College, Broxbourne Campus	100%	99.87%	100%	100%	100%	100%	100%	98.88%	100%	100%	100%	100%	99.90%
King's College London, Quintdown Business Park											100%	100%	<12 Months
London Grid for Learning Trust*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mary Ward Settlement, Great Turnstile	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Redstone Communications Ltd	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	12 Month Rolling Availability
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	99.98%	100%	100%	100%	100%	100%	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	99.98%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of East Anglia, London	99.98%	100%	100%	100%	100%	100%	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	99.98%	100%	100%	100%	100%	100%	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.

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
University of Hertfordshire, via Telehouse	03/06/2015 17:12	03/06/2015 18:08	00:00	00:56	Customer Scheduled Maintenance	Customer Scheduled Maintenance
London Grid for Learning Trust, Poplar via Manchester	21/05/2015 18:05	15/06/2015 14:23	00:00	596:18	Customer Scheduled Maintenance	Site scheduled maintenance as LGfL move address
London Grid for Learning Trust, via Telecity	21/05/2015 18:05	17/06/2015 15:46	00:00	645:41	Customer Scheduled Maintenance	Site scheduled maintenance as LGfL move address
London Grid for Learning Trust, Orpington via Manchester	21/06/2015 00:52	21/06/2015 01:03	00:00	00:11	Telco Maintenance	Emergency maintenance by telco that we were not informed of
London Grid for Learning Trust, Poplar via Manchester	21/06/2015 00:52	21/06/2015 01:03	00:00	00:11	Telco Maintenance	Emergency maintenance by telco that we were not informed of
Coventry University, London Campus, via Telecity	30/06/2015 07:12	30/06/2015 07:13	00:00	00:01	Regional Scheduled Maintenance	RNO router software update
Defence Science and Technology Laboratory, via Telecity	30/06/2015 07:12	30/06/2015 07:13	00:00	00:01	Regional Scheduled Maintenance	RNO router software update
East Berkshire College, Windsor Campus	30/06/2015 07:12	30/06/2015 07:13	00:00	00:01	Regional Scheduled Maintenance	RNO router software update
East Sussex County Council, via Telecity	30/06/2015 07:12	30/06/2015 07:13	00:00	00:01	Regional Scheduled Maintenance	RNO router software update

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Glasgow Caledonian University, GCU London	30/06/2015 07:12	30/06/2015 07:13	00:00	00:01	Regional Scheduled Maintenance	RNO router software update
London Grid for Learning Trust, via Telecity	30/06/2015 07:12	30/06/2015 07:13	00:00	00:01	Regional Scheduled Maintenance	RNO router software update
Mary Ward Settlement, Great Turnstile	30/06/2015 07:12	30/06/2015 07:13	00:00	00:01	Regional Scheduled Maintenance	RNO router software update
RM plc, South East Grid for Learning, via Telecity	30/06/2015 07:12	30/06/2015 07:13	00:00	00:01	Regional Scheduled Maintenance	RNO router software update
RM plc, South West Grid for Learning Trust, via Telecity	30/06/2015 07:12	30/06/2015 07:13	00:00	00:01	Regional Scheduled Maintenance	RNO router software update
Strode's College	30/06/2015 07:12	30/06/2015 07:13	00:00	00:01	Regional Scheduled Maintenance	RNO router software update
The College of West Anglia, King's Lynn Campus	30/06/2015 07:12	30/06/2015 07:13	00:00	00:01	Regional Scheduled Maintenance	RNO router software update
The National Centre for Young People with Epilepsy	30/06/2015 07:12	30/06/2015 07:13	00:00	00:01	Regional Scheduled Maintenance	RNO router software update
University of East Anglia, London	30/06/2015 07:12	30/06/2015 07:13	00:00	00:01	Regional Scheduled Maintenance	RNO router software update
University of Lancaster, The Work Foundation	30/06/2015 07:12	30/06/2015 07:13	00:00	00:01	Regional Scheduled Maintenance	RNO router software update

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Coventry University, London Campus, via Telecity	30/06/2015 07:35	30/06/2015 07:37	00:00	00:02	Regional Scheduled Maintenance	RNO router software update
Defence Science and Technology Laboratory, via Telehouse	30/06/2015 07:35	30/06/2015 07:37	00:00	00:02	Regional Scheduled Maintenance	RNO router software update
East Berkshire College, Windsor Campus	30/06/2015 07:35	30/06/2015 07:37	00:00	00:02	Regional Scheduled Maintenance	RNO router software update
East Sussex County Council, via Telecity	30/06/2015 07:35	30/06/2015 07:37	00:00	00:02	Regional Scheduled Maintenance	RNO router software update
London Grid for Learning Trust, via Telecity	30/06/2015 07:35	30/06/2015 07:37	00:00	00:02	Regional Scheduled Maintenance	RNO router software update
Mary Ward Settlement, Great Turnstile	30/06/2015 07:35	30/06/2015 07:37	00:00	00:02	Regional Scheduled Maintenance	RNO router software update
RM plc, South East Grid for Learning, via Telecity	30/06/2015 07:35	30/06/2015 07:37	00:00	00:02	Regional Scheduled Maintenance	RNO router software update
RM plc, South West Grid for Learning Trust, via Telecity	30/06/2015 07:35	30/06/2015 07:37	00:00	00:02	Regional Scheduled Maintenance	RNO router software update
Strode's College	30/06/2015 07:35	30/06/2015 07:37	00:00	00:02	Regional Scheduled Maintenance	RNO router software update
The College of West Anglia, King's Lynn Campus	30/06/2015 07:35	30/06/2015 07:37	00:00	00:02	Regional Scheduled Maintenance	RNO router software update

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	30/06/2015 07:35	30/06/2015 07:37	00:00	00:02	Regional Scheduled Maintenance	RNO router software update
University of East Anglia, London	30/06/2015 07:35	30/06/2015 07:37	00:00	00:02	Regional Scheduled Maintenance	RNO router software update
University of Lancaster, The Work Foundation	30/06/2015 07:35	30/06/2015 07:37	00:00	00:02	Regional Scheduled Maintenance	RNO router software update
Glasgow Caledonian University, GCU London	30/06/2015 07:30	30/06/2015 07:39	00:00	00:09	Regional Scheduled Maintenance	Customer circuit migrated to new infrastructure by NEG engineers