

janet

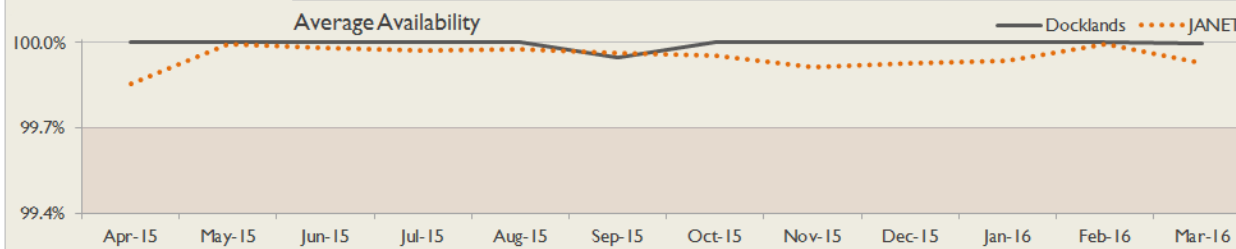
Docklands Service Report

March 2016

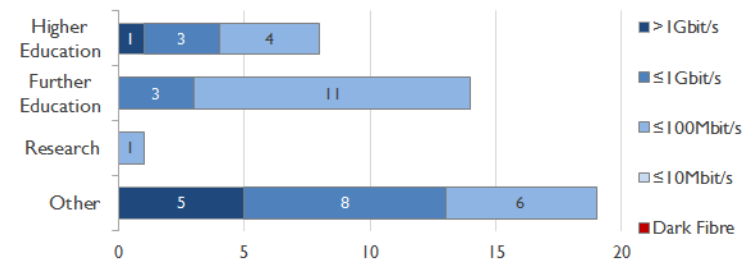


Service Reliability

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

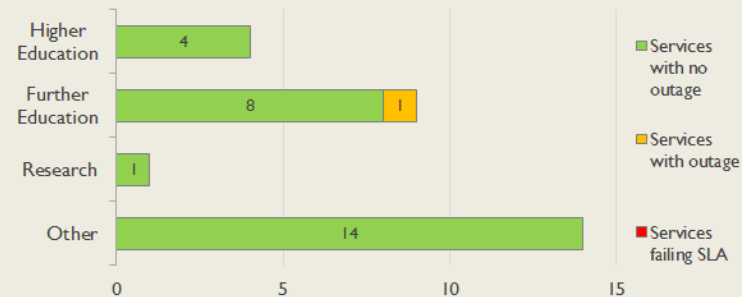


Connections in Docklands by Contractual Bandwidth



Average Availability of All Services in Docklands				Average Availability of All Services in Janet			
Mar 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	2	>99.99%	27	99.92%	34	99.95%	260
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
1h 32m		1.03		5h 30m		0.69	
Based on 68 faults over the last 24 months				Based on 1489 faults over the last 24 months			

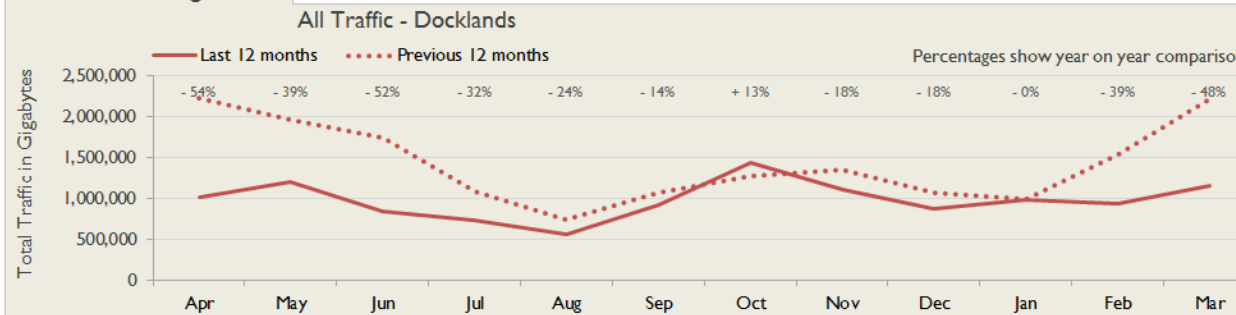
Docklands Service Outages - Last 12 Months



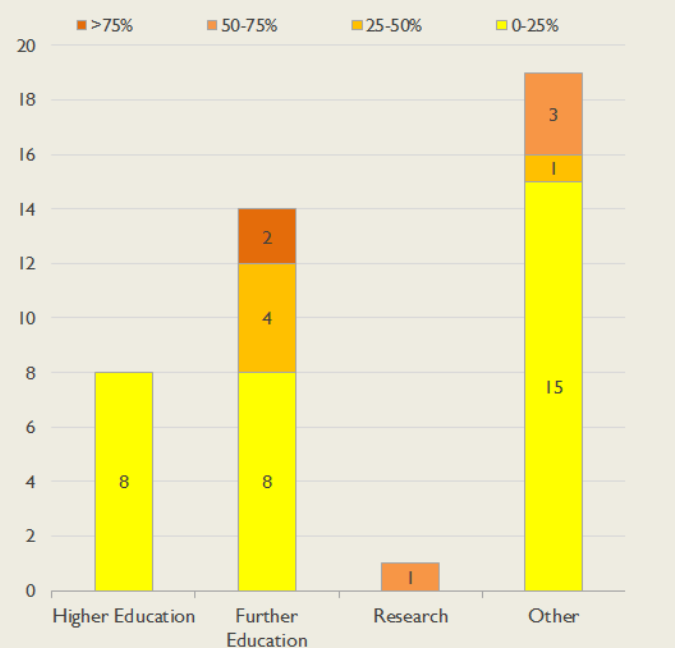
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

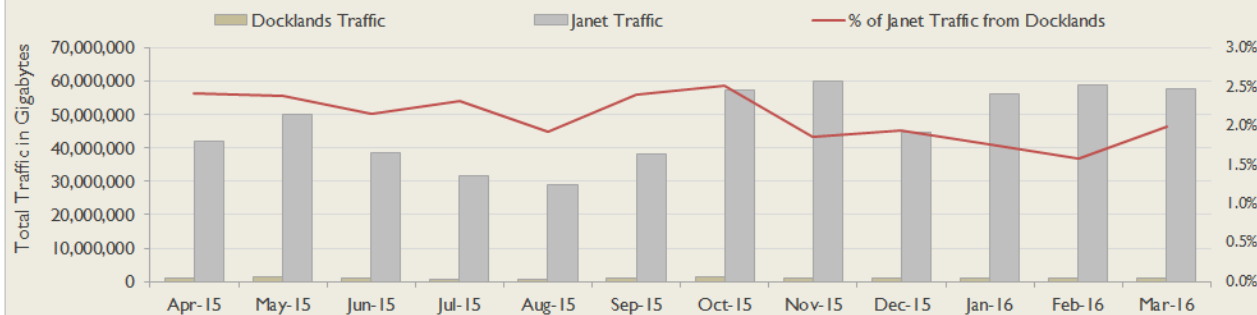
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Contractual 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	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	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%
City College Brighton and Hove, East Campus												100%	<12 Months
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%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	<12 Months
Halesowen College, Hair and Beauty Academy	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	99.96%
King's College London, Quintdown Business Park		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
London Grid for Learning Trust *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
London South Bank University, Telecity Harbour Exchange											100%	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%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	<12 Months
Redcentric Solutions plc	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%
Thurrock Council, Personal & Community Development	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 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
Darlington College, via Telehouse West	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance	Scheduled maintenance
Darlington College, via Telehouse West	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance	Scheduled maintenance
Darlington College, via Telehouse West	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of
SRUC, Barony Campus	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
Thurrock Council, Personal & Community Development	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
GEANT Limited, City House via Telehouse North	27/03/2016 09:19	29/03/2016 15:52	00:20	30:13	Telco Equipment	Hardware failure on the Dante City House Router
Aylesbury College, via Telehouse	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
Bracknell and Wokingham College	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
Southend-on-Sea Borough Council, Personal & Community Development	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
Defence Science and Technology Laboratory, via Telehouse	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
London Grid for Learning Trust, Orpington via Telehouse	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
Coventry University, London Campus, via Telehouse	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
RM plc, South West Grid for Learning Trust, via Telecity	29/03/2016 22:10	29/03/2016 22:33	00:00	00:23	Customer Maintenance	Scheduled RM maintenance
Rothamsted Research Limited, Harpenden	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
Surrey County Council, Interconnect	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
West Berkshire Council	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
East Sussex County Council, via Telehouse	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
Halesowen College, Hair and Beauty Academy	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of
King's College London, Quintdown Business Park	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
New College Durham, Sports Building	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of
Guildford College of Further and Higher Education, Merrist Wood College	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of
City College Brighton and Hove, East Campus	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance	Scheduled maintenance
City College Brighton and Hove, East Campus	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance	Scheduled maintenance