

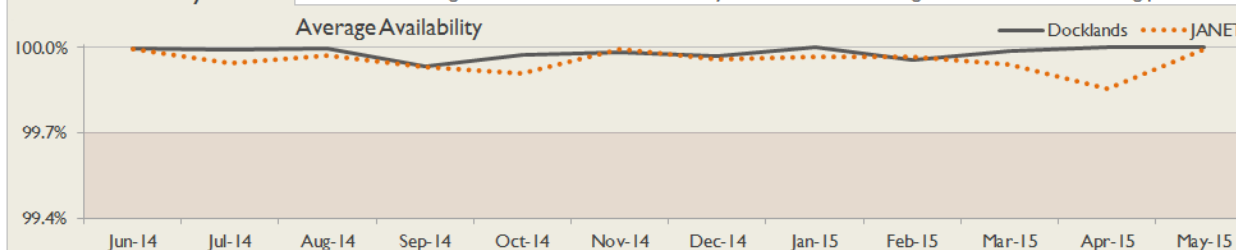


Docklands Service Report

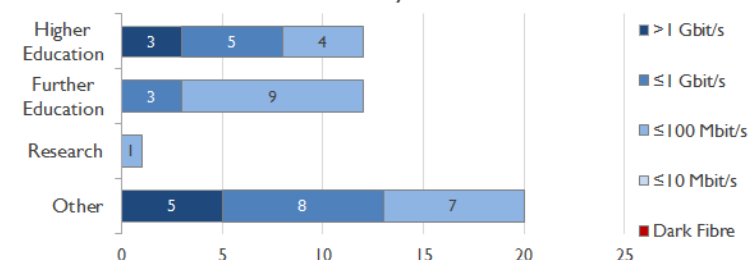
May 2015

Service Reliability

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



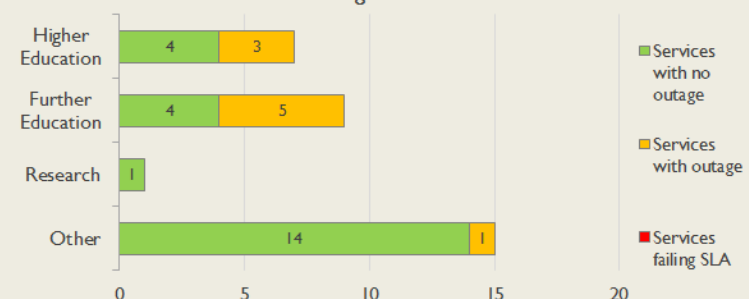
Connections in Docklands by Bandwidth



Average Availability of All Services in Docklands				Average Availability of All Services in Janet			
May 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	May 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.98%	100	>99.99%	3	99.95%	254
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
1h 30m		0.93		5h 50m		0.64	
Based on 63 faults over the last 24 months				Based on 1294 faults over the last 24 months			

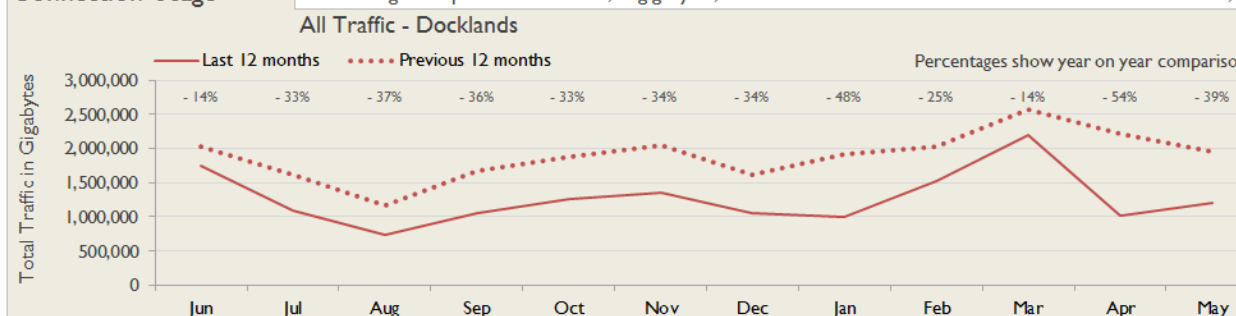
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Docklands Service Outages - Last 12 Months

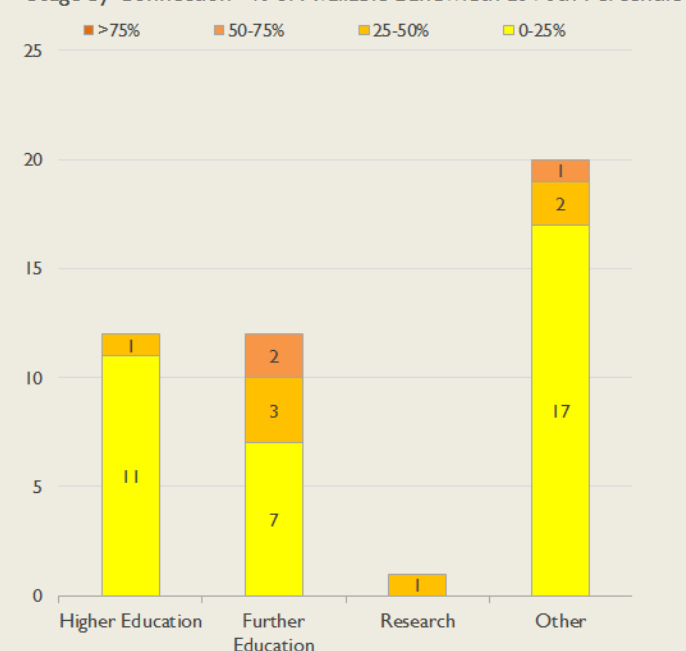


Connection Usage

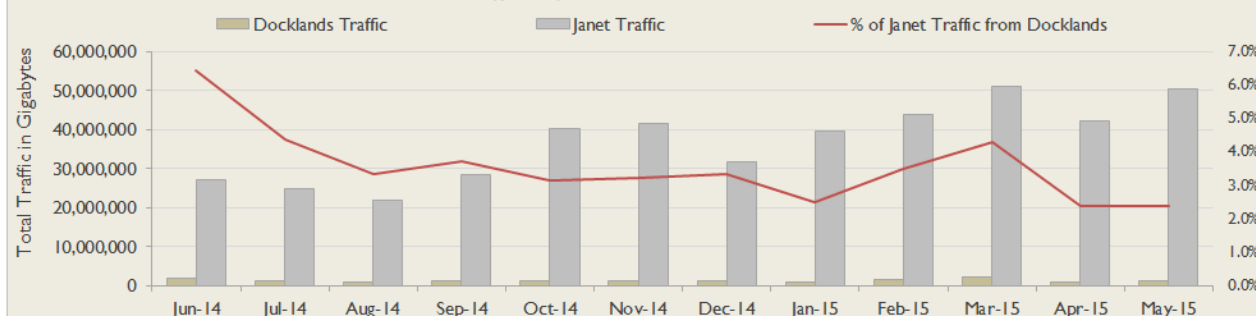
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



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	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	12 Month Rolling Availability
Berkshire College of Agriculture	99.98%	99.98%	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%	99.98%	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%	99.98%	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%	<12 Months
Hertford Regional College, Broxbourne Campus	100%	100%	99.87%	100%	100%	100%	100%	100%	98.88%	100%	100%	100%	99.90%
King's College London, Quintdown Business Park												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%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Palmer's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	12 Month Rolling Availability
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, 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%	100%	100%	100%
SRUC, Barony Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Strode's College	99.98%	99.98%	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%	99.98%	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%	99.98%	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%	99.98%	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
Southend-on-Sea Borough Council, Personal & Community Development	06/05/2015 02:06	06/05/2015 02:20	00:00	00:14	Telco Maintenance	Telco scheduled maintenance
London Grid for Learning Trust, Orpington via Manchester	07/05/2015 00:08	07/05/2015 01:14	00:00	01:06	Customer Maintenance	Unscheduled maintenance performed by customers supplier
London Grid for Learning Trust, Poplar via Manchester	07/05/2015 00:08	07/05/2015 01:14	00:00	01:06	Customer Maintenance	Unscheduled maintenance performed by customers supplier
RM plc, South East Grid for Learning, via Telecity	07/05/2015 09:57	07/05/2015 20:18	00:00	10:21	Customer Maintenance	Customer emergency maintenance due to web access issue
RM plc, South East Grid for Learning, via Telehouse	07/05/2015 09:58	07/05/2015 20:22	00:00	10:24	Customer Maintenance	Customer emergency maintenance due to web access issue
RM plc, South West Grid for Learning Trust, via Telehouse	07/05/2015 09:57	07/05/2015 20:25	00:00	10:28	Customer Maintenance	Customer emergency maintenance due to web access issue
RM plc, South West Grid for Learning Trust, via Telecity	07/05/2015 09:57	07/05/2015 20:28	00:00	10:31	Customer Maintenance	Customer emergency maintenance due to web access issue