

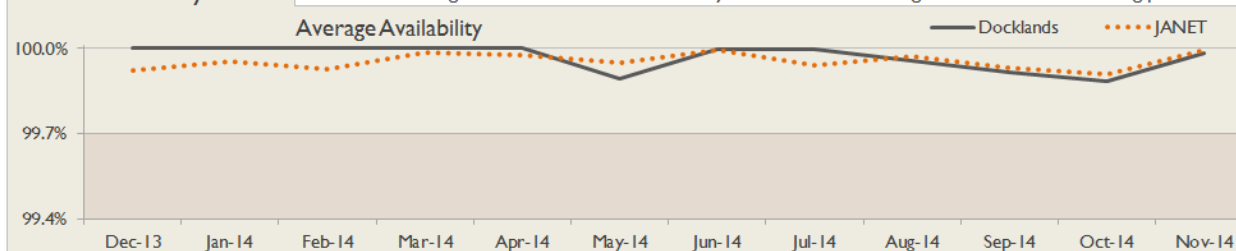


Docklands Service Report

November 2014

Service Reliability

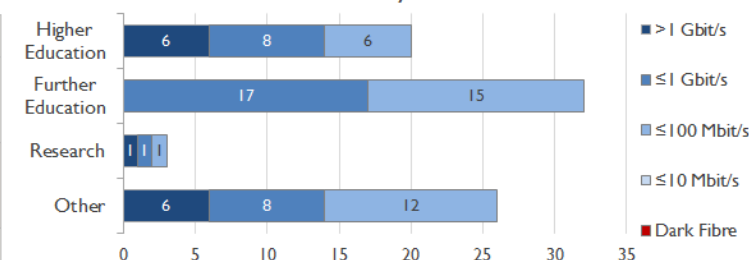
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



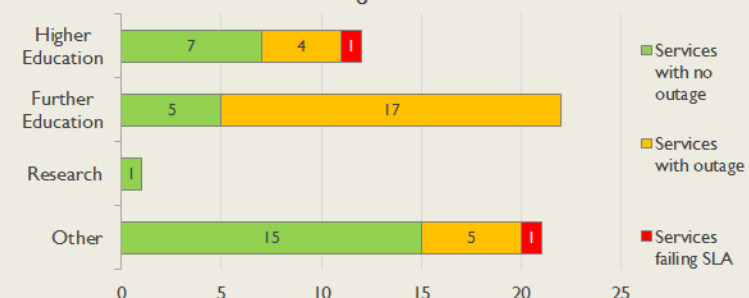
Average Availability of All Services in Docklands				Average Availability of All Services in Janet			
Nov 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Nov 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.98%	8	99.97%	181	>99.99%	3	99.95%	239
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
2h 35m		0.60		4h 53m		0.76	
Based on 76 faults over the last 24 months				Based on 1483 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

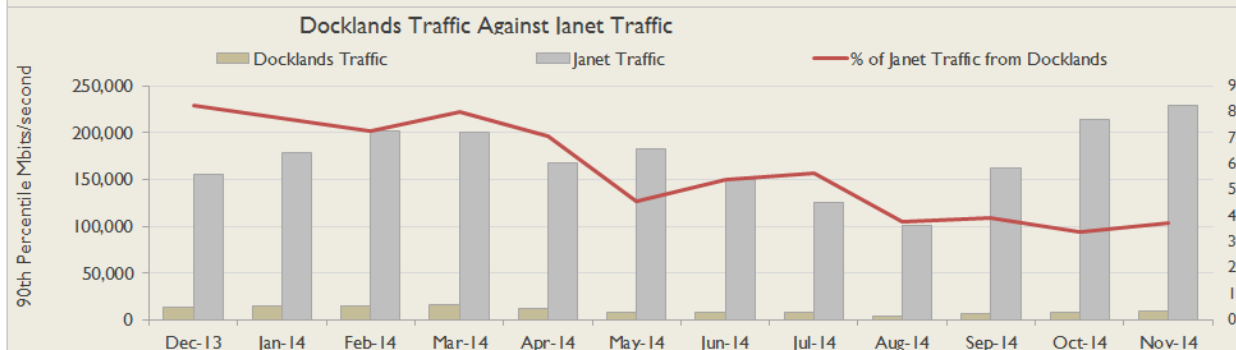
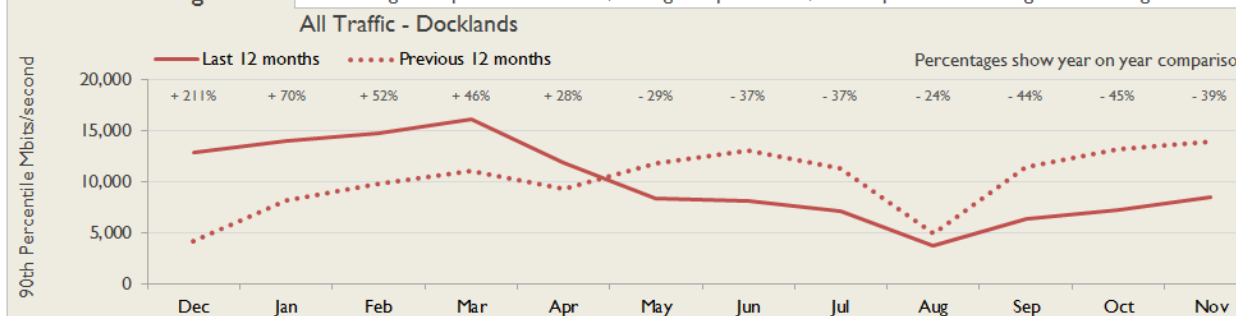


Docklands Service Outages - Last 12 Months

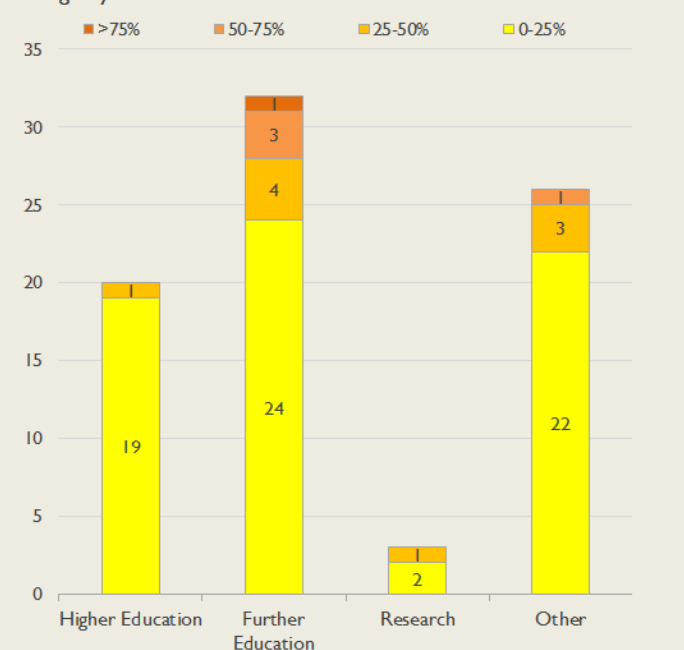


Connection Usage

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



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	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	12 Month Rolling Availability
Berkshire College of Agriculture	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	>99.99%
Bexley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.92%	100%	99.83%
Bracknell and Wokingham College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brooke House Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.75%	100%	99.90%
Brooksby Melton College, Melton Campus												99.63%	<12 Months
Capel Manor College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.14%	98.91%	100%	99.84%
Christ the King Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.54%	100%	100%	99.88%
City University	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%	99.98%	99.98%	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, Fashion Street Campus	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	>99.99%
Globelynx	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Greenwich Community College	100%	100%	100%	100%	100%	100%	100%	100%	98.25%	100%	100%	100%	99.85%
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.63%	99.97%
Hertford Regional College	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	99.99%
Hertford Regional College, Ware Campus												99.63%	<12 Months
Huntingdonshire Regional College, California Road Campus												100%	<12 Months
LeSoCo, Deptford Campus	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	>99.99%
LeSoCo, Lewisham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leyton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.54%	98.35%	100%	99.74%

Service	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	12 Month Rolling Availability
London Borough of Lambeth, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Redbridge, Personal & Community Development	100%	100%	100%	100%	100%	>99.99%	100%	100%	93.42%	99.14%	100%	100%	99.38%
London Borough of Tower Hamlets, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%	100%	100%	99.95%
London Borough of Waltham Forest, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Grid for Learning Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University, Interconnect							100%	100%	100%	100%	100%	100%	<12 Months
Mary Ward Settlement, Great Turnstile	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	>99.99%
North Hertfordshire College, Hitchin Centre											100%	100%	<12 Months
Palmer's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redbridge College	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.88%	100%	100%	99.82%
Redstone Communications Ltd	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%
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%
Rose Bruford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%	100%	100%	99.95%
Rothamsted Research Limited, Harpenden	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sir George Monoux College	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.54%	99.90%	100%	99.87%
South Thames College, Wandsworth Campus	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%	98.11%	100%	100%	100%	100%	100%	100%	99.84%
SRUC, Barony Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St George's Hospital Medical School	95.52%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.63%
Strode's College	100%	100%	100%	100%	100%	100%	99.98%	99.98%	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 City of Liverpool College, The Learning Exchange												100%	<12 Months

Service	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	12 Month Rolling Availability
The College of Haringey, Enfield and North East London, Enfield Centre	100%	100%	100%	100%	100%	98.43%	100%	100%	100%	99.14%	100%	100%	99.80%
The College of West Anglia, King's Lynn Campus	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The National Centre for Young People with Epilepsy	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	>99.99%
The Open University, Milton Keynes	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%	100%	100%
Thurrock Council, Personal & Community Development	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	99.84%
Trinity Laban Conservatoire of Music and Dance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of East Anglia, London	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	100%	>99.99%
University of Glamorgan, London Office								100%	100%	100%	100%	100%	<12 Months
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%	99.98%	99.98%	100%	100%	100%	100%	>99.99%
Waltham Forest College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.14%	99.50%	100%	99.89%
West Berkshire District Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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
London South Bank University, Interconnect	08/11/2014 22:06	08/11/2014 22:35	00:00	00:29	Unknown	Site provided circuit
LeSoCo, Lewisham Campus	17/11/2014 18:04	17/11/2014 21:22	00:00	03:18	Customer Scheduled Maintenance	Site maintenance
Bromley College of Further and Higher Education, Bromley Campus, Orpington Campus	18/11/2014 00:12	18/11/2014 00:24	00:00	00:12	Telco Emergency Maintenance	Emergency maintenance affecting various circuits in London
Hertford Regional College, Ware Campus	21/11/2014 00:06	21/11/2014 02:48	00:00	02:42	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Brooksby Melton College, Melton Campus	21/11/2014 00:06	21/11/2014 02:48	00:00	02:42	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Hampshire County Council	21/11/2014 00:06	21/11/2014 02:48	00:00	02:42	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Delivery of Advanced Network Technology to Europe Limited, via Telehouse	22/11/2014 08:39	22/11/2014 10:21	00:00	01:42	Customer Environment	Site power failure
Queen Mary and Westfield College, University of London, Mile End Road, Whitechapel	23/11/2014 12:25	24/11/2014 08:18	00:00	19:53	Customer Equipment	Customer hardware issue
St George's Hospital Medical School	24/11/2014 19:37	24/11/2014 20:24	00:00	00:47	Customer Environment	Power failure
Newham College of Further Education, East Ham Campus	28/11/2014 11:39	28/11/2014 11:50	00:00	00:11	Customer Environment	Power cut
Bromley College of Further and Higher Education, Bromley Campus, Orpington Campus	29/11/2014 10:22	29/11/2014 13:04	00:00	02:42	Telco Scheduled Maintenance	Telco scheduled maintenance