

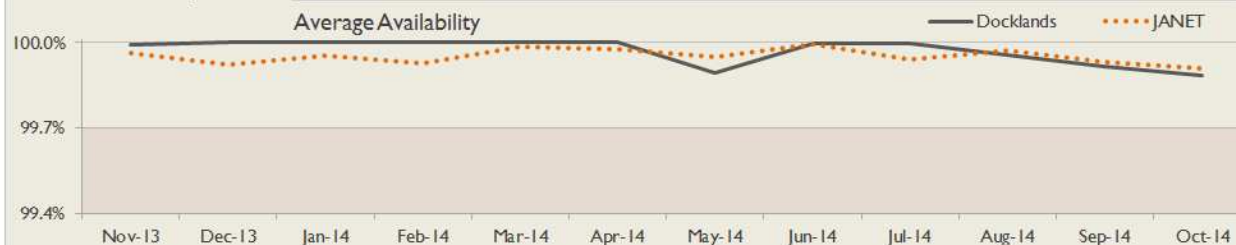


Docklands Service Report

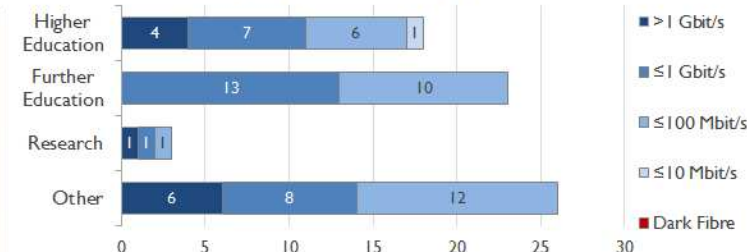
October 2014

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



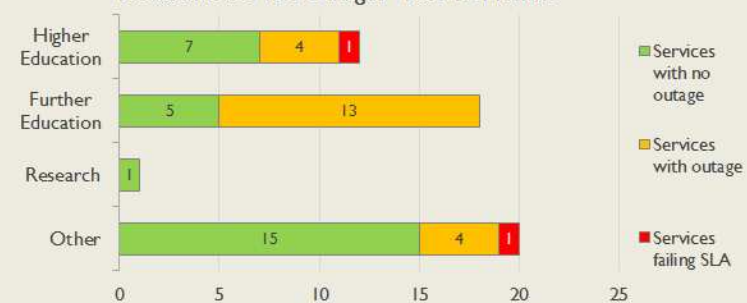
Average Availability of All Services in Docklands

Oct 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.88%	52	99.97%	180
Mean Time to Repair		Average Faults per Service per Year	
2h 35m		0.65	
Based on 73 faults over the last 24 months			

Average Availability of All Services in Janet

Oct 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.91%	40	99.95%	251
Mean Time to Repair		Average Faults per Service per Year	
5h 05m		0.75	
Based on 1467 faults over the last 24 months			

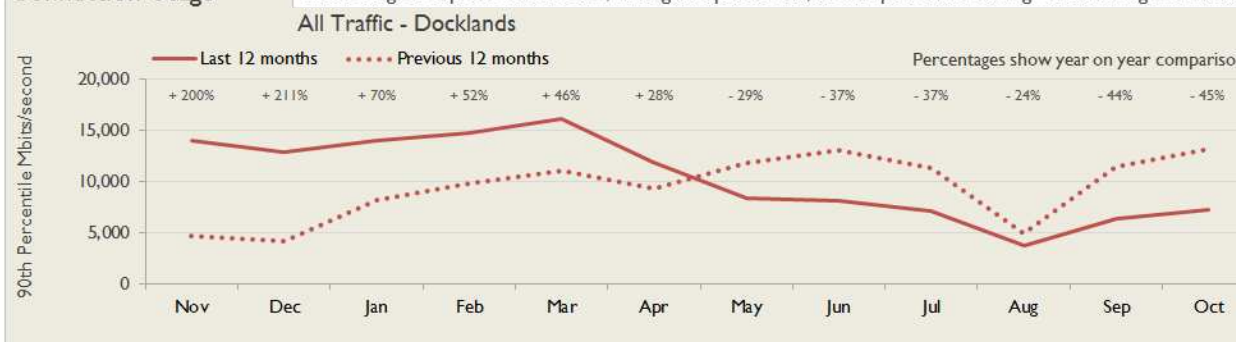
Docklands Service Outages - Last 12 Months



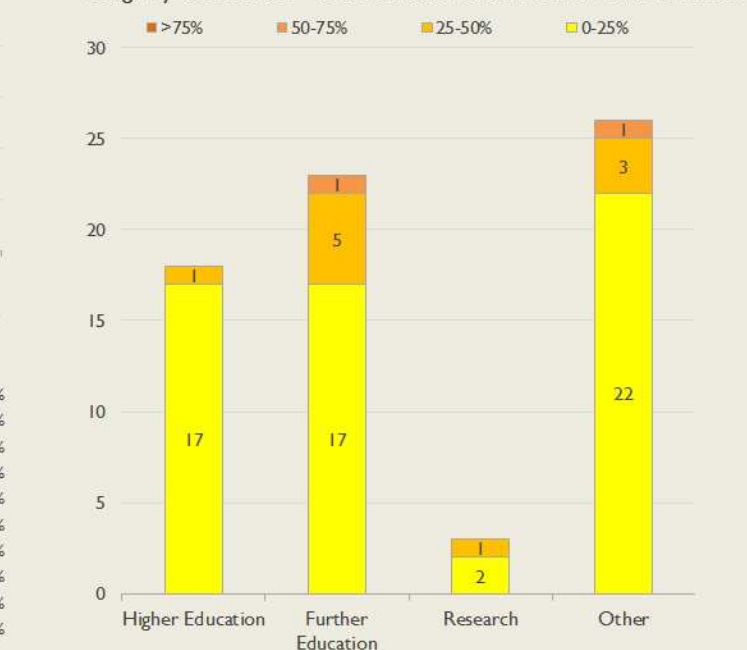
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

Traffic usage is expressed as the sum, in 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	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	12 Month Rolling Availability
Berkshire College of Agriculture	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	>99.99%
Bexley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.92%	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%	100%	98.75%	99.90%
Capel Manor College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.14%	98.91%	99.84%
Christ the King Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.54%	100%	99.88%
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%	99.98%	99.98%	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%	<12 Months
Epping Forest College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasgow Caledonian University, Fashion Street (Wireless)	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%	99.98%	99.98%	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%	100%	98.25%	100%	100%	99.85%
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	12 Month Rolling Availability	
Hertford Regional College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
LeSoCo, Deptford Campus	99.72%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	99.97%	
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%	100%	98.54%	98.35%	99.74%	
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%	100%	>99.99%	100%	100%	93.42%	99.14%	100%	99.38%	
London Borough of Tower Hamlets, Personal & Community Development	99.56%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%	100%	99.92%	
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%	<12 Months	
Mary Ward Settlement, Great Turnstile		100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	100%	<12 Months	
North Hertfordshire College, Hitchin Centre												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, 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%	100%	99.44%	100%	99.95%	
Rothamsted Research Limited, Harpenden	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Service	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	12 Month Rolling Availability
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%	100%	98.11%	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	100%	95.52%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.63%
Strode's College	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	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 Haringey, Enfield and North East London, Enfield Centre	100%	100%	100%	100%	100%	100%	98.43%	100%	100%	100%	99.14%	100%	99.80%
The National Centre for Young People with Epilepsy	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	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%	100%	98.11%	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%	100%	99.98%	99.98%	100%	100%	100%	>99.99%
University of Glamorgan, London Office									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%	100%	99.98%	99.98%	100%	100%	100%	>99.99%
Waltham Forest College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.14%	99.50%	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
The Open University, Milton Keynes, Wellingborough	03/10/2014 13:59	03/10/2014 14:12	00:00	00:13	Telco Equipment	Telco interface crashed
The Open University, Milton Keynes, Wellingborough	05/10/2014 04:47	05/10/2014 14:36	00:00	09:49	Telco Equipment	Telco interface crashed
Rose Bruford College	07/10/2014 07:07	07/10/2014 07:13	00:00	00:06	Regional Scheduled Maintenance	Scheduled maintenance at Telecity Powergate
University of Glamorgan, London Office	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
University of Greenwich, Greenwich Campus, Avery Hill Campus	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
South Thames College, Wandsworth Campus	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
St George's Hospital Medical School	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
The College of Haringey, Enfield and North East London, Enfield Centre	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
Bexley College	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
Rose Bruford College	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The University of Cumbria, London	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
Newham College of Further Education, East Ham Campus	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
London South Bank University, Interconnect	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
London Borough of Waltham Forest, Personal & Community Development	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
London Borough of Tower Hamlets, Personal & Community Development	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
London Borough of Lambeth, Personal & Community Development	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
Hampshire County Council	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
Greenwich Community College	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
Brooke House Sixth Form College	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
London Borough of Redbridge, Personal & Community Development	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Christ the King Sixth Form College	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
Berkshire College of Agriculture	07/10/2014 18:26	07/10/2014 18:44	00:00	00:18	Customer Scheduled Maintenance	Site maintenance
The Open University, Milton Keynes, Wellingborough	07/10/2014 16:05	07/10/2014 23:40	00:00	07:35	Telco Equipment	Telco equipment fault
Capel Manor College	15/10/2014 00:17	15/10/2014 08:24	00:00	08:07	Telco Unscheduled Maintenance	Maintenance we were not made aware of then telco repeating soft loop error
Bexley College	15/10/2014 00:17	15/10/2014 08:43	00:00	08:26	Telco Unscheduled Maintenance	Maintenance we were not made aware of then telco repeating soft loop error
Leyton Sixth Form College	15/10/2014 00:17	15/10/2014 08:50	00:00	08:33	Telco Unscheduled Maintenance	Maintenance we were not made aware of then telco repeating soft loop error
Brooke House Sixth Form College	15/10/2014 00:17	15/10/2014 09:33	00:00	09:16	Telco Unscheduled Maintenance	Maintenance we were not made aware of then telco repeating soft loop error
Leyton Sixth Form College	21/10/2014 11:22	21/10/2014 15:04	00:00	03:42	Telco Line	Faulty patch lead
Waltham Forest College	21/10/2014 11:22	21/10/2014 15:04	00:00	03:42	Telco Line	Faulty patch lead
SRUC, Barony Campus, Link 1	28/10/2014 01:18	28/10/2014 01:29	00:00	00:11	Unknown	Unknown
Epping Forest College	28/10/2014 15:25	28/10/2014 15:53	00:00	00:28	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Bexley College	31/10/2014 00:25	31/10/2014 07:27	00:00	07:02	Telco Line	Telco soft loop issue