janet

Docklands Service Report

September 2014

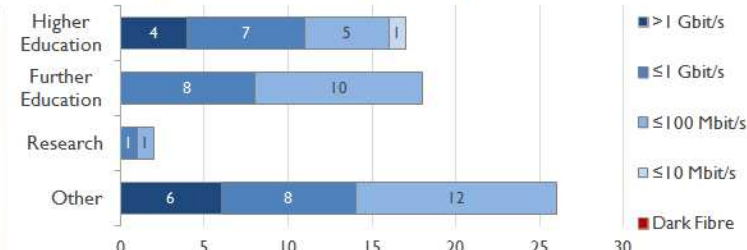## Service Reliability

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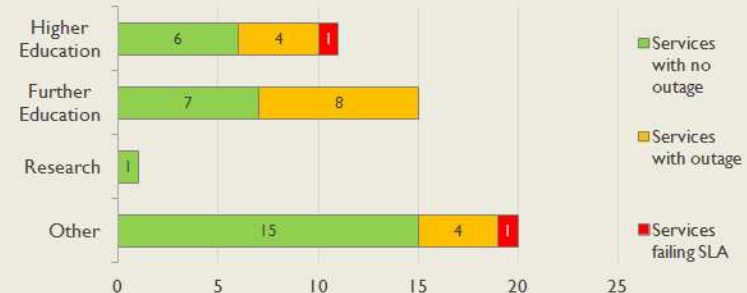
Average Availability

Legend: —— Docklands ·····JANET

(Line chart: Y-axis 99.4% to 100.0% with 99.7% marked; X-axis Oct-13 to Sep-14)

Connections in Docklands by Bandwidth

(Horizontal bar chart)

	>1 Gbit/s	≤1 Gbit/s	≤100 Mbit/s	≤10 Mbit/s	Dark Fibre
Higher Education	4	7	5	1	
Further Education		8	10		
Research	1	1			
Other	6	8	12		

X-axis: 0 5 10 15 20 25 30

Average Availability of All Services in Docklands

Sep 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.92%	36	99.98%	115

Mean Time to Repair	Average Faults per Service per Year
2h 07m	0.65
Based on 66 faults over the last 24 months	

Average Availability of All Services in Janet

Sep 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.93%	29	99.96%	217

Mean Time to Repair	Average Faults per Service per Year
5h 12m	0.71
Based on 1378 faults over the last 24 months	

NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics
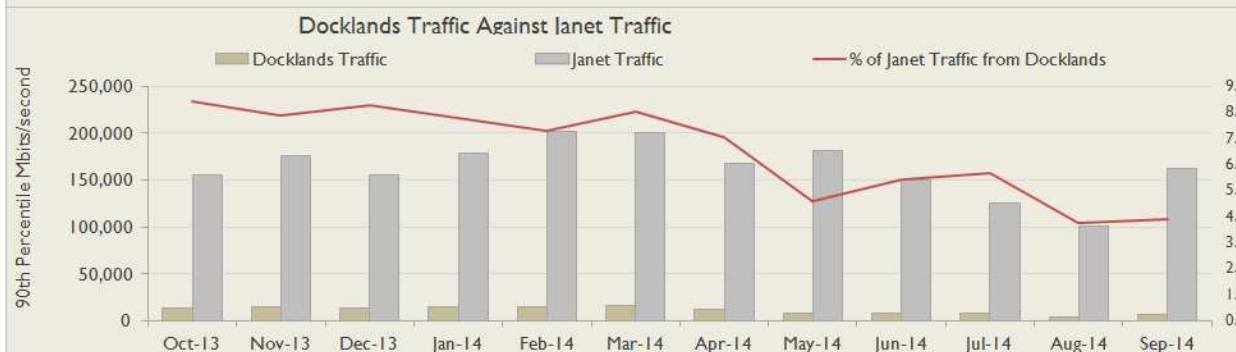
Docklands Service Outages - Last 12 Months

(Horizontal bar chart)

	Services with no outage	Services with outage	Services failing SLA
Higher Education	6	4	1
Further Education	7	8	
Research	1		
Other	15	4	1

X-axis: 0 5 10 15 20 25

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

All Traffic - Docklands

Legend: —— Last 12 months ····· Previous 12 months

Percentages show year on year comparison

+166% +200% +211% +70% +52% +46% +28% -29% -37% -37% -24% -44%

(Line chart: Y-axis 0 to 20,000 90th Percentile Mbits/second; X-axis Oct to Sep)

Usage by Connection - % of Available Bandwidth at 90th Percentile

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

(Stacked bar chart, Y-axis 0 to 30)

	>75%	50-75%	25-50%	0-25%
Higher Education			1	16
Further Education			3	15
Research				2
Other	2	1		23

Docklands Traffic Against Janet Traffic

Legend: Docklands Traffic Janet Traffic —— % of Janet Traffic from Docklands

(Bar/line chart: left Y-axis 0 to 250,000 90th Percentile Mbits/second; right Y-axis 0.0% to 9.0%; X-axis Oct-13 to Sep-14)

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	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	12 Month Rolling Availability
Berkshire College of Agriculture	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	>99.99%
Bexley College	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%
Brooke House Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Christ the King Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.54%	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%	100%	99.98%	99.98%	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%	<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%	100%	99.98%	99.98%	100%	100%	>99.99%
Globelynx	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	12 Month Rolling Availability
Greenwich Community College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.25%	100%	99.85%
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hertford Regional College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	99.99%
LeSoCo, Deptford Campus	100%	99.72%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	99.97%
LeSoCo, Lewisham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	>99.99%	100%	100%	93.42%	99.14%	99.38%
London Borough of Tower Hamlets, Personal & Community Development	100%	99.56%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%	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%	<12 Months
Mary Ward Settlement, Great Turnstile			100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	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%

Service	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	12 Month Rolling Availability
Rose Bruford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%	99.95%
Rothamsted Research Limited, Harpenden	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	98.11%	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%	100%	95.52%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.63%
Strode's College	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	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%	100%	98.43%	100%	100%	100%	99.14%	99.80%
The National Centre for Young People with Epilepsy	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	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%	100%	98.11%	100%	100%	100%	100%	99.84%
University of East Anglia, London	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.98%	100%	100%	>99.99%
University of Glamorgan, London Office										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%	100%	99.98%	99.98%	100%	100%	>99.99%
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	03/09/2014 13:22	03/09/2014 17:24	00:00	04:02	Telco Equipment	The power supplies to equipment carrying Janet circuits at Anchorage House network site failed, resulting in a loss of connectivity to 34 sites in the London Region.
Rose Bruford College	03/09/2014 13:22	03/09/2014 17:24	00:00	04:02	Telco Equipment	The power supplies to equipment carrying Janet circuits at Anchorage House network site failed, resulting in a loss of connectivity to 34 sites in the London Region.
London Borough of Tower Hamlets, Personal & Community Development	03/09/2014 13:22	03/09/2014 17:24	00:00	04:02	Telco Equipment	The power supplies to equipment carrying Janet circuits at Anchorage House network site failed, resulting in a loss of connectivity to 34 sites in the London Region.
The College of Haringey, Enfield and North East London, Enfield Centre	03/09/2014 12:37	03/09/2014 18:47	00:00	06:10	Telco Equipment	The power supplies to equipment carrying Janet circuits at Anchorage House network site failed, resulting in a loss of connectivity to 34 sites in the London Region.
London Borough of Redbridge, Personal & Community Development	03/09/2014 12:37	03/09/2014 18:47	00:00	06:10	Telco Equipment	The power supplies to equipment carrying Janet circuits at Anchorage House network site failed, resulting in a loss of connectivity to 34 sites in the London Region.
University of Hertfordshire, via Telehouse	03/09/2014 20:42	03/09/2014 21:02	00:00	00:20	Customer Equipment	Site firewall issue
Christ the King Sixth Form College	03/09/2014 12:37	03/09/2014 23:08	00:00	10:31	Telco Equipment	The power supplies to equipment carrying Janet circuits at Anchorage House network site failed, resulting in a loss of connectivity to 34 sites in the London Region. Outage was extended for several sites due to card failure caused by power outage.
Brooke House Sixth Form College	03/09/2014 19:05	04/09/2014 10:03	00:00	14:58	Customer Equipment	Customer equipment failure
University of Glamorgan, London Office	22/09/2014 00:14	22/09/2014 02:55	00:00	02:41	Customer	Power issues at University of Glamorgan

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Environment	
Queen Mary and Westfield College, University of London, Mile End Road, Whitechapel	26/09/2014 15:03	26/09/2014 16:12	00:00	01:09	Customer Unscheduled Maintenance	site maintenance (unscheduled)
University of Glamorgan, London Office	30/09/2014 11:25	30/09/2014 12:33	00:00	01:08	Customer Equipment	Customer UPS issue