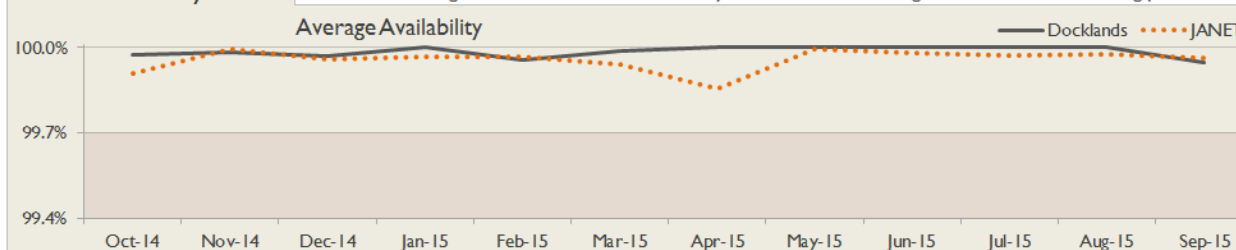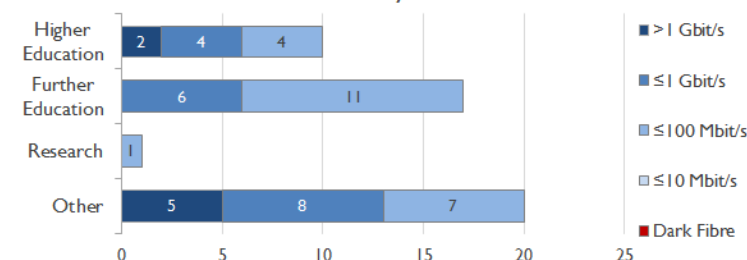# janet

Docklands Service Report

September 2015

Service Reliability

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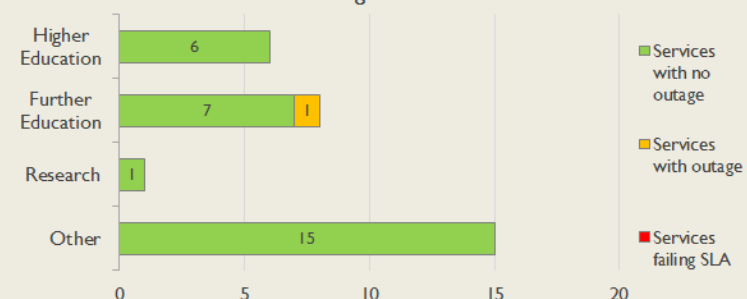
Average Availability

Legend: Docklands — JANET ·····

Y-axis: 100.0%, 99.7%, 99.4%
X-axis: Oct-14, Nov-14, Dec-14, Jan-15, Feb-15, Mar-15, Apr-15, May-15, Jun-15, Jul-15, Aug-15, Sep-15

Connections in Docklands by Bandwidth

Legend: >1 Gbit/s, ≤1 Gbit/s, ≤100 Mbit/s, ≤10 Mbit/s, Dark Fibre

Category	>1 Gbit/s	≤1 Gbit/s	≤100 Mbit/s
Higher Education	2	4	4
Further Education		6	11
Research	1		
Other	5	8	7

X-axis: 0, 5, 10, 15, 20, 25

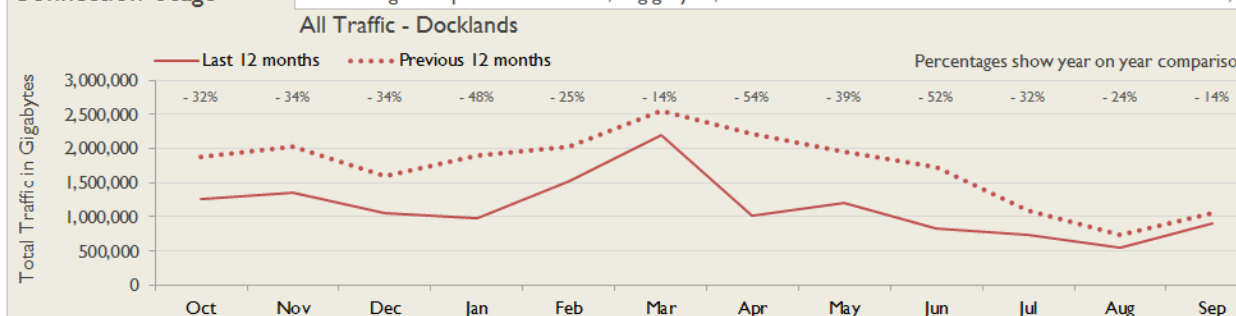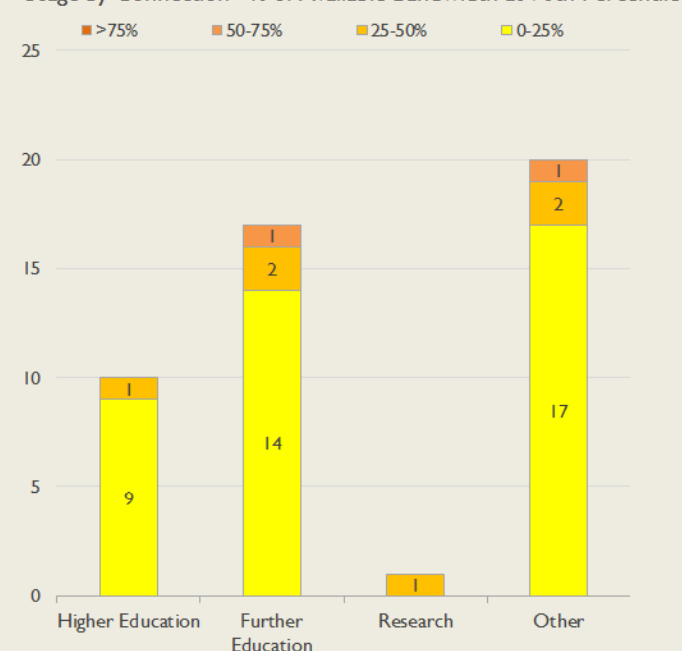|	Average Availability of All Services in Docklands				Average Availability of All Services in Janet			
	Sep 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Sep 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
	99.95%	24	99.98%	87	99.96%	15	99.96%	228
	Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
	1h 37m		0.93		5h 19m		0.67	
	Based on 67 faults over the last 24 months				Based on 1376 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

Legend: Services with no outage, Services with outage, Services failing SLA

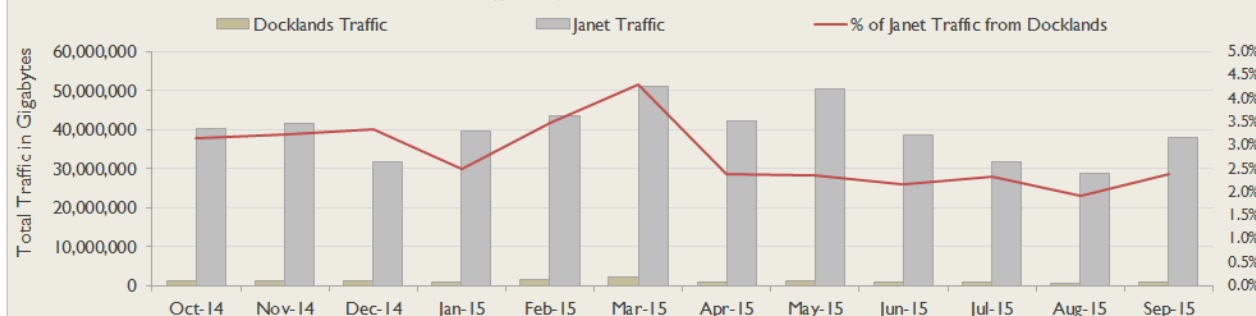| Category	no outage	with outage
Higher Education	6	
Further Education	7	1
Research	1	
Other	15	

X-axis: 0, 5, 10, 15, 20

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

All Traffic - Docklands

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

Percentages show year on year comparison

- 32% - 34% - 34% - 48% - 25% - 14% - 54% - 39% - 52% - 32% - 24% - 14%

Y-axis: Total Traffic in Gigabytes — 0, 500,000, 1,000,000, 1,500,000, 2,000,000, 2,500,000, 3,000,000
X-axis: Oct, Nov, Dec, Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep

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

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

Category	0-25%	25-50%	50-75%	>75%
Higher Education	9	1		
Further Education	14	2	1	
Research		1		
Other	17	2	1	

Y-axis: 0, 5, 10, 15, 20, 25

Docklands Traffic Against Janet Traffic

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

Y-axis (left): Total Traffic in Gigabytes — 0, 10,000,000, 20,000,000, 30,000,000, 40,000,000, 50,000,000, 60,000,000
Y-axis (right): 0.0%, 0.5%, 1.0%, 1.5%, 2.0%, 2.5%, 3.0%, 3.5%, 4.0%, 4.5%, 5.0%
X-axis: Oct-14, Nov-14, Dec-14, Jan-15, Feb-15, Mar-15, Apr-15, May-15, Jun-15, Jul-15, Aug-15, Sep-15

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	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	12 Month Rolling Availability
Berkshire College of Agriculture, via Telehouse West											100%	99.60%	<12 Months
Berkshire College of Agriculture, via Telecity	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%
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%	<12 Months
Halesowen College, Hair and Beauty Academy							100%	100%	100%	100%	100%	99.60%	<12 Months
Hertford Regional College, Broxbourne Campus	100%	100%	100%	100%	98.88%	100%	100%	100%	100%	100%	100%	100%	99.91%
King's College London, Quintdown Business Park								100%	100%	100%	100%	100%	<12 Months

Service	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	12 Month Rolling Availability
Lincoln College, Newark											100%	99.60%	<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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College, Durham, Sports Building										100%	100%	99.60%	<12 Months
Redcentric Solutions	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	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%
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 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%	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
Southend-on-Sea Borough Council, Personal & Community Development	03/09/2015 17:36	03/09/2015 20:19	00:00	02:43	Customer Unscheduled Maintenance	Unscheduled customer power maintenance
Berkshire College of Agriculture, via Telehouse West	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Guildford College of Further and Higher Education, Merrist Wood College	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Halesowen College, Hair and Beauty Academy	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Lincoln College, Newark	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
New College, Durham, Sports Building	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Southend-on-Sea Borough Council, Personal & Community Development	13/09/2015 00:18	13/09/2015 00:42	00:00	00:24	Telco Maintenance	Emergency maintenance affecting Southend ACL
University of Lancaster, The Work Foundation	27/09/2015 10:31	27/09/2015 12:55	00:00	02:24	Customer Unscheduled Maintenance	Customer unscheduled maintenance