



London Service Report

August 2014

Service Reliability

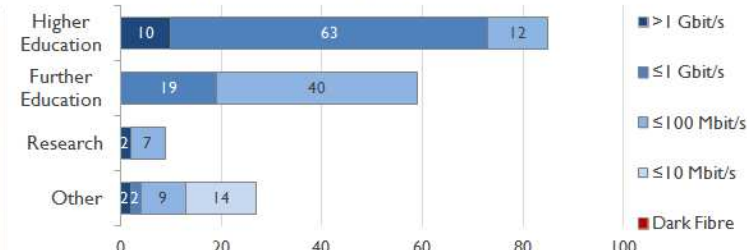
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



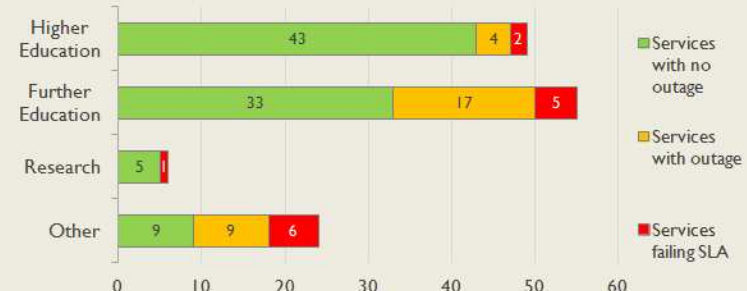
Average Availability of All Services in London				Average Availability of All Services in Janet			
Aug 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Aug 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.94%	27	99.92%	411	99.97%	13	99.96%	202
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
11h 01m		0.67		5h 30m		0.74	
Based on 190 faults over the last 24 months				Based on 1446 faults over the last 24 months			

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

Connections in London by Bandwidth



London 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



London 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	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	12 Month Rolling Availability
Amersham and Wycombe College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Association of Colleges	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	>99.99%
Bangor University, Bangor Business School	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100%	100%	100%	100%	100%	100%	<12 Months
Barking and Dagenham College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barking and Dagenham College, Technical Skills Academy	0.00%	0.00%	0.00%	0.00%	0.00%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Barnet and Southgate College, Barnet Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barnet and Southgate College, Southgate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Birkbeck College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
British Universities Film & Video Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bromley College of Further and Higher Education, Bromley Campus	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	>99.99%
Bromley College of Further and Higher Education, Orpington Campus	97.70%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%
Brooke House Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brunel University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	12 Month Rolling Availability
Cancer Research UK, London Research Institute	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Capel Manor College	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Carshalton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Christ the King Sixth Form College	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
City and Islington College, Centre for Health, Social and Child Care	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Westminster College, North Wharf Road Campus	97.70%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%
City University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
College of North West London	97.70%	100%	100%	95.84%	100%	100%	100%	100%	100%	100%	100%	100%	99.46%
Coulsdon Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Croydon College	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	>99.99%
Ealing, Hammersmith and West London College, Hammersmith Campus	100%	100%	100%	95.24%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%
East Berkshire College, Langley Campus	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Esher College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
European Bioinformatics Institute	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fashion Retail Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glyndwr University, London Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goldsmiths' College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Guildhall School of Music and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	12 Month Rolling Availability
Hackney Community College	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Harrow College, Harrow Weald Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Havering College of Further and Higher Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Havering Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.78%	100%	99.98%
Heythrop College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher Education Funding Council for England, London Office	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94.58%	100%	99.55%
Hillcroft College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.79%	100%	99.98%
ifs University College, London Campus	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Imperial College of Science, Technology and Medicine	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Imperial War Museum, IWM London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Institute of Education, University of London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc, Brettenham House	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
John Ruskin College	100%	99.73%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
Kensington and Chelsea College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London, Opera Project	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kingston College	100%	100%	100%	100%	100%	79.83%	100%	100%	100%	100%	100%	100%	98.32%
Kingston University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lambeth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	12 Month Rolling Availability
LeSoCo, Lewisham Campus	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 Borough of Bromley, Education and Care Directorate	31/07/2014 08:31	01/08/2014 13:03	00:00	04:32	Customer Scheduled Maintenance	Site maintenance.
St Francis Xavier Sixth Form College	01/08/2014 20:16	01/08/2014 20:30	00:00	00:14	Customer Equipment	Customer UPS failure
Bangor University, Bangor Business School	01/08/2014 23:25	02/08/2014 09:08	00:00	09:43	Customer Unscheduled Maintenance	Site maintenance
Bangor University, Bangor Business School	02/08/2014 10:03	02/08/2014 15:30	00:00	05:27	Customer Unscheduled Maintenance	Site maintenance
St Francis Xavier Sixth Form College	02/08/2014 12:49	02/08/2014 17:53	00:00	05:04	Customer Equipment	Customer UPS failure
Hillcroft College	05/08/2014 22:39	05/08/2014 22:54	00:00	00:15	Unknown	Unknown
London Borough of Redbridge, Personal & Community Development	05/08/2014 12:36	07/08/2014 13:33	00:00	00:57	Telco Line	Faulty patch cable at exchange
King's College London, Waterloo Campus	07/08/2014 18:03	07/08/2014 18:45	00:00	00:42	Customer Other	Site firewall maintenance
Redbridge College	09/08/2014 10:16	09/08/2014 11:58	00:00	01:42	Customer Unscheduled Maintenance	Site maintenance
City and Islington College, Centre for Health, Social and Child Care	09/08/2014 09:51	09/08/2014 17:08	00:00	07:17	Customer Scheduled Maintenance	Site maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The Conservatoire for Dance and Drama, London Contemporary Dance School	15/08/2014 15:06	15/08/2014 15:58	00:00	00:52	Telco Other	Telco port issue
Ravensbourne, via ULCC	16/08/2014 23:08	17/08/2014 01:28	00:00	02:20	Telco Scheduled Maintenance	Scheduled maintenance at Ravensbourne
Morley College Limited	16/08/2014 15:12	17/08/2014 20:02	00:00	04:50	Customer Scheduled Maintenance	Scheduled maintenance at Morley College Limited
Royal College of Music	17/08/2014 23:01	18/08/2014 09:03	00:00	10:02	Customer Equipment	Site firewall issue
LeSoCo, Lewisham Campus	19/08/2014 21:10	19/08/2014 21:29	00:00	00:19	Customer Scheduled Maintenance	Site maintenance
Trinity Laban Conservatoire of Music and Dance, Faculty of Music	21/08/2014 04:21	21/08/2014 09:44	00:00	05:23	Telco Line	Telco interface crashed
University of Essex, Corbett Theatre	22/08/2014 04:01	22/08/2014 14:38	00:00	10:37	Telco Line	Low light levels
University of Essex, Corbett Theatre	22/08/2014 14:55	22/08/2014 15:05	00:00	00:10	Telco Line	Low light levels
St Mary's University, Twickenham	22/08/2014 18:28	22/08/2014 19:18	00:00	00:50	Customer Unscheduled Maintenance	Unscheduled customer maintenance
St Francis Xavier Sixth Form College	24/08/2014 11:15	24/08/2014 13:46	00:00	02:31	Customer Unscheduled Maintenance	Customer unscheduled maintenance
University of Essex, Corbett Theatre	27/08/2014 10:00	27/08/2014 13:52	00:47	03:05	Telco Line	Dirty fibre at exchange
Nash College	28/08/2014 13:54	28/08/2014 14:05	00:00	00:11	MRS Equipment	MRS Fan replacement

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Kingston University, Penrhyn Road via Imperial College (2)	29/08/2014 07:00	29/08/2014 09:00	00:00	02:00	Regional Scheduled Maintenance	Emergency card reload at Imperial PoP
Kingston University, Penrhyn Road via Imperial College (2)	29/08/2014 09:00	29/08/2014 09:10	00:00	00:10	Regional Emergency Maintenance	Emergency card reload at Imperial PoP