janet

London Service Report

July 2014

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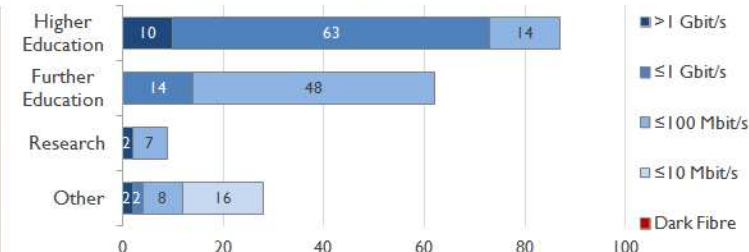
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period

Average Availability

Legend: — London ·····JANET

Y-axis: 100.0%, 99.7%, 99.4%

X-axis: Aug-13, Sep-13, Oct-13, Nov-13, Dec-13, Jan-14, Feb-14, Mar-14, Apr-14, May-14, Jun-14, Jul-14

Average Availability of All Services in London				Average Availability of All Services in Janet			
Jul 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jul 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.96%	18	99.93%	386	99.94%	26	99.96%	210
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
10h 52m		0.64		5h 48m		0.75	
Based on 188 faults over the last 24 months				Based on 1459 faults over the last 24 months			

NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics
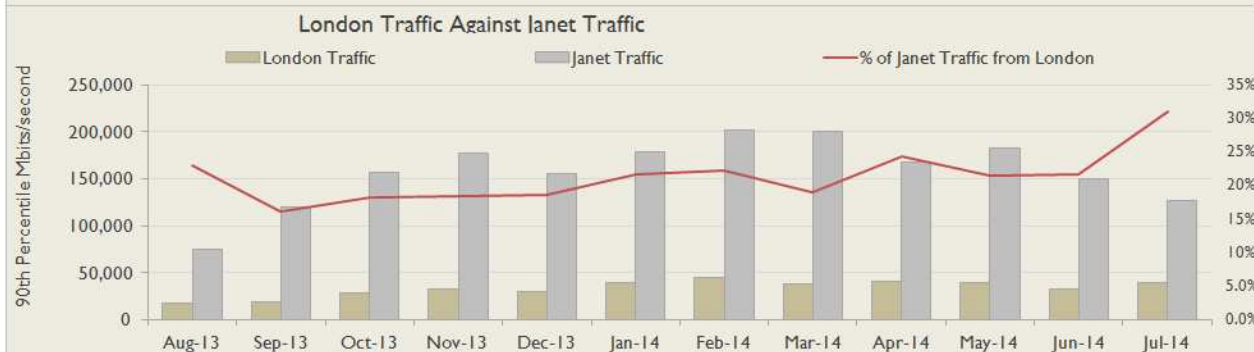
Connections in London by Bandwidth

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

- Higher Education: 10, 63, 14
- Further Education: 14, 48
- Research: 2, 7
- Other: 22, 8, 16

X-axis: 0, 20, 40, 60, 80, 100

London Service Outages - Last 12 Months

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

- Higher Education: 43, 3, 3
- Further Education: 34, 18, 5
- Research: 5, 1
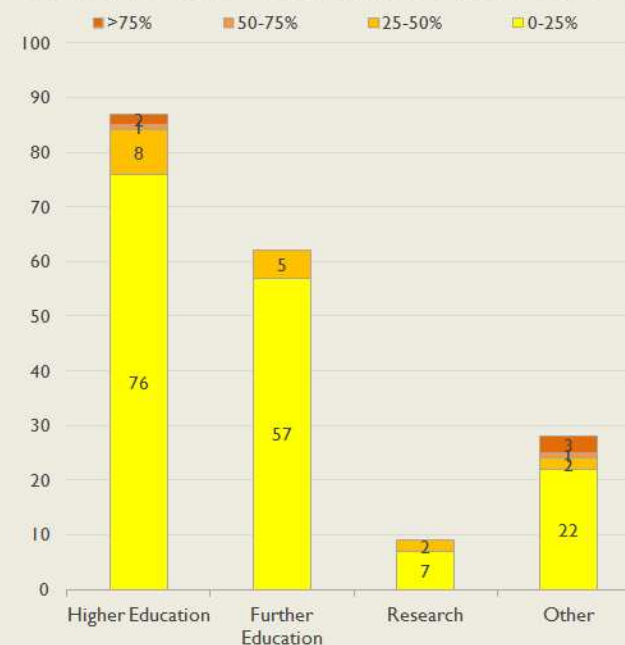- Other: 10, 10, 5

X-axis: 0, 10, 20, 30, 40, 50, 60

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 - London

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

Percentages show year on year comparison

+33% +8% -0% +35% +53% +69% +77% +62% +73% +80% +58% +108%

Y-axis (90th Percentile Mbits/second): 0, 10,000, 20,000, 30,000, 40,000, 50,000

X-axis: Aug, Sep, Oct, Nov, Dec, Jan, Feb, Mar, Apr, May, Jun, Jul

London Traffic Against Janet Traffic

Legend: ■ London Traffic, ■ Janet Traffic, — % of Janet Traffic from London

Y-axis left (90th Percentile Mbits/second): 0, 50,000, 100,000, 150,000, 200,000, 250,000

Y-axis right: 0.0%, 5.0%, 10%, 15%, 20%, 25%, 30%, 35%

X-axis: Aug-13, Sep-13, Oct-13, Nov-13, Dec-13, Jan-14, Feb-14, Mar-14, Apr-14, May-14, Jun-14, Jul-14

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

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

- Higher Education: 76, 8, 2, 1
- Further Education: 57, 5
- Research: 7, 2
- Other: 22, 2, 3, 3

Y-axis: 0, 10, 20, 30, 40, 50, 60, 70, 80, 90, 100

X-axis: Higher Education, Further Education, Research, Other

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	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 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%	100%	>99.99%	100%	100%	>99.99%
Bangor University, Bangor Business School								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							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%
Bexley College	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, Orpington Campus	100%	97.70%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%
Bromley College of Further and Higher Education, Bromley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	>99.99%
Brooke House Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
Brunel University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cancer Research UK, London Research Institute	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Capel Manor College	100%	**99.96%**	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	100%	**99.96%**	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	100%	**97.70%**	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	100%	**97.70%**	100%	100%	**95.84%**	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%	100%	>99.99%	100%	100%	**>99.99%**
Ealing, Hammersmith and West London College, Hammersmith Campus	100%	100%	100%	100%	**95.24%**	100%	100%	100%	100%	100%	100%	100%	**99.60%**
East Berkshire College, Langley Campus	100%	100%	100%	100%	**99.57%**	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%	<12 Months
Goldsmiths' College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
Greenwich Community College	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Guildhall School of Music and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hackney Community College	100%	99.96%	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%	100%	99.78%	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	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94.58%	99.55%
Hillcroft College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.79%	99.98%
ifs University College, London Campus	100%	99.96%	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	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
John Ruskin College	100%	100%	99.73%	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%	100%	79.83%	100%	100%	100%	100%	100%	98.32%

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
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%
LeSoCo, Lewisham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leyton Sixth Form College	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
London Borough of Brent, Personal & Community Development	100%	100%	100%	100%	93.71%	100%	100%	100%	100%	100%	100%	100%	99.48%
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.51%	100%	99.96%
London Borough of Camden, Personal & Community Development	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
London Borough of Hammersmith and Fulham, Personal & Community Development	100%	100%	100%	100%	93.17%	100%	100%	100%	100%	100%	100%	100%	99.43%
London Borough of Harrow, Personal & Community Development	100%	97.70%	100%	100%	93.04%	100%	100%	100%	100%	100%	100%	100%	99.23%
London Borough of Hillingdon Adult & Community Learning, Personal & Community Development	100%	97.70%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	99.81%
London Borough of Islington, Personal & Community Development	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 Lewisham, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Merton, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
London Borough of Redbridge, Personal & Community Development	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	>99.99%
London Borough of Tower Hamlets, Personal & Community Development	100%	100%	100%	99.56%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
London Borough of Waltham Forest, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School, Outsourcery									100%	100%	100%	100%	<12 Months
London Business School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Metropolitan University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Economics and Political Science	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Hygiene and Tropical Medicine	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Head Office (London)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, NIMR	100%	100%	100%	100%	93.75%	100%	100%	100%	100%	100%	100%	100%	99.48%
Medical Research Council, MRC Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middlesex University	100%	100%	100%	100%	95.26%	100%	100%	100%	100%	100%	100%	100%	99.61%
Middlesex University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Morley College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.51%	100%	99.96%
Nash College	100%	100%	100%	100%	99.51%	100%	100%	100%	100%	100%	100%	100%	99.96%
National Centre for the Replacement Refinement & Reduction of Animals in Research							100%	100%	100%	100%	100%	100%	<12 Months
National Institute for Biological Standards and Control	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
Newham College of Further Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newham Sixth Form College	100%	**99.96%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
Queen Mary and Westfield College, University of London, Mile End Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ravensbourne	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redbridge College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond Adult Community College, Parkshot Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond upon Thames College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Roehampton University, Digby Stuart College	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%	100%	100%	100%
Royal Academy of Music	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Borough of Kingston upon Thames, Personal & Community Development	100%	100%	100%	100%	**93.15%**	100%	100%	100%	100%	100%	100%	100%	**99.43%**
Royal College of Art, Battersea Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Art, Kensington Gore	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Music	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Holloway and Bedford New College, Olympics	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.81%**	**99.98%**
Royal Holloway and Bedford New College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Holloway and Bedford New College, Physics Link	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
School of Oriental and African Studies	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%	100%	100%	100%	100%

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
South Thames College, Merton Campus	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%
St Charles Catholic Sixth Form College	100%	97.70%	100%	100%	93.84%	100%	100%	100%	100%	100%	100%	100%	99.30%
St Dominic's Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Francis Xavier Sixth Form College	100%	97.66%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.80%
St George's Hospital Medical School	100%	100%	100%	100%	95.52%	100%	100%	100%	100%	100%	100%	100%	99.63%
St Mary's University, Twickenham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stanmore College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City Literary Institute, Queens House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The College of Haringey, Enfield and North East London, Enfield	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	98.43%	100%	100%	99.87%
The College of Haringey, Enfield and North East London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Conservatoire for Dance and Drama, London Contemporary Dance School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Institute of Cancer Research: Royal Cancer Hospital	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Mary Ward Centre, Queen Square	99.43%	99.96%	100%	100%	100%	100%	100%	100%	100%	98.91%	100%	100%	99.86%
The Royal Borough of Kensington and Chelsea, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Central School of Speech and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Veterinary College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
The University of West London, Brentford	100%	100%	100%	100%	**96.47%**	100%	100%	100%	100%	100%	100%	100%	**99.71%**
The University of West London, Ealing	100%	100%	100%	100%	**93.32%**	100%	100%	100%	100%	100%	99.87%	100%	**99.43%**
Tower Hamlets College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Trinity Laban Conservatoire of Music and Dance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College London, Kathleen Lonsdale Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Data Centre			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University for the Creative Arts, Epsom Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of East London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Corbett Theatre									100%	**97.72%**	100%	100%	<12 Months
University of Essex, Oakwood Hill Campus									100%	100%	100%	100%	<12 Months
University of Greenwich, Greenwich Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Greenwich, Old Royal Naval College	100%	100%	100%	100%	100%	100%	100%	100%	**98.90%**	100%	100%	100%	**99.91%**
University of London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of the Arts London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Wales Trinity Saint David, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Westminster	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College, Uxbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College, Hayes Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Waltham Forest College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Nottinghamshire College, Slough				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
West Thames College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster Kingsway College	100%	100%	100%	100%	**93.03%**	100%	100%	100%	100%	**>99.99%**	100%	100%	**99.42%**
Woodhouse College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.51%**	100%	**99.96%**
Working Men's College	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
Royal College of Music	02/07/2014 09:16	02/07/2014 09:50	00:00	00:34	Customer Equipment	Site firewall crashed
Royal Holloway and Bedford New College, Olympics, CampusNet	03/07/2014 06:25	03/07/2014 07:13	00:48	00:00	Telco Equipment	Telco equipment fault
Royal Holloway and Bedford New College, Olympics, CampusNet	03/07/2014 07:24	03/07/2014 07:34	00:00	00:10	Telco Equipment	Telco equipment fault
Royal Holloway and Bedford New College, Olympics, CampusNet	03/07/2014 07:54	03/07/2014 08:05	00:00	00:11	Telco Equipment	Telco equipment fault
Royal Holloway and Bedford New College, Olympics, CampusNet	03/07/2014 08:21	03/07/2014 08:28	00:00	00:07	Telco Equipment	Telco equipment fault
Royal Holloway and Bedford New College, Olympics, CampusNet	03/07/2014 09:24	03/07/2014 09:32	00:00	00:08	Telco Equipment	Telco equipment fault
Royal Holloway and Bedford New College, Olympics, CampusNet	03/07/2014 09:59	03/07/2014 10:15	00:00	00:16	Telco Equipment	Telco equipment fault
Royal Holloway and Bedford New College, Olympics, CampusNet	03/07/2014 10:25	03/07/2014 10:40	00:00	00:15	Telco Equipment	Telco equipment fault
Royal Holloway and Bedford New College, Olympics, CampusNet	03/07/2014 11:15	03/07/2014 11:35	00:00	00:20	Telco Equipment	Telco equipment fault
Royal Holloway and Bedford New College, RHUL Datacentre Building	02/07/2014 12:36	04/07/2014 02:05	00:00	13:29	Telco Equipment	Faulty telco card at exchange produced severe link instability
Royal Holloway and Bedford New College, Physics Link, No II	04/07/2014 01:53	04/07/2014 02:05	00:00	00:12	Telco Scheduled Maintenance	Scheduled maintenance in the London Region
London School of Economics and Political	04/07/2014 01:53	04/07/2014 02:05	00:00	00:12	Telco Scheduled	Scheduled maintenance in the London Region

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Science, via Kings College					Maintenance	
Royal Holloway and Bedford New College, Olympics, CampusNet	03/07/2014 12:42	04/07/2014 15:26	00:00	02:44	Customer Other	Telco equipment fault
St Dominic's Sixth Form College	04/07/2014 20:03	04/07/2014 20:23	00:00	00:20	Unknown	Unknown
Richmond Adult Community College, Parkshot Centre	07/07/2014 07:26	07/07/2014 07:55	00:00	00:29	MRS Equipment	Fan replacement
Trinity Laban Conservatoire of Music and Dance, Faculty of Music	07/07/2014 14:50	07/07/2014 15:11	00:00	00:21	Customer Environment	Loss of connectivity affecting various links connected from Stewart House PoP
University of Greenwich, Greenwich Campus, Maritime Campus	07/07/2014 14:50	07/07/2014 16:12	00:00	01:22	Customer Environment	Loss of connectivity affecting various links connected from Stewart House PoP
St Dominic's Sixth Form College	10/07/2014 14:31	10/07/2014 15:15	00:00	00:44	Regional Scheduled Maintenance	Janet scheduled maintenance
European Bioinformatics Institute, via Cambridge	11/07/2014 16:29	14/07/2014 10:55	00:14	18:12	Telco Equipment	BT NTE replaced at EBI
London Borough of Merton, Personal & Community Development	14/07/2014 12:36	14/07/2014 12:47	00:00	00:11	Customer Scheduled Maintenance	Scheduled site maintenance
Royal College of Music	14/07/2014 13:43	14/07/2014 15:08	00:00	01:25	Customer Unscheduled Maintenance	Site unscheduled maintenance
Royal Holloway and Bedford New College, RHUL Datacentre Building	04/07/2014 02:05	15/07/2014 07:49	00:00	05:44	Customer Scheduled Maintenance	Post the card being replaced, RHUL needed a change window to restore connectivity.
University of Wales Trinity Saint David, London	15/07/2014 15:03	15/07/2014 18:25	00:00	03:22	Customer Configuration	Config failure on router

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Waltham Forest College	16/07/2014 11:27	16/07/2014 16:36	00:00	05:09	Customer Scheduled Maintenance	Fan Failure / server room move
London Borough of Bromley, Education and Care Directorate	18/07/2014 10:34	18/07/2014 10:55	00:00	00:21	Customer Equipment	Site firewall issue
Royal College of Art, Kensington Gore	18/07/2014 15:11	18/07/2014 15:33	00:00	00:22	Customer Environment	Power cut
Royal College of Music	18/07/2014 09:03	18/07/2014 21:07	00:00	12:04	Customer Equipment	Site firewall failure
Tower Hamlets College	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
Trinity Laban Conservatoire of Music and Dance, Faculty of Dance	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
London Borough of Brent, Personal & Community Development	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
Hackney Community College	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
Greenwich Community College	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
Ealing, Hammersmith and West London College, Hammersmith Campus, Ealing Campus	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
Higher Education Funding Council for England, London Office	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
ifs University College, London Campus	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
Capel Manor College	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
Leyton Sixth Form College	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Brooke House Sixth Form College	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
London Borough of Camden, Personal & Community Development	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
London Borough of Redbridge, Personal & Community Development	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
The Mary Ward Centre, Queen Square	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
Morley College Limited	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
Newham Sixth Form College	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
Barnet and Southgate College, Southgate Campus	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
St Francis Xavier Sixth Form College	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
The College of Haringey, Enfield and North East London, Enfield	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
Jisc, Brettenham House	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
Christ the King Sixth Form College	19/07/2014 01:13	19/07/2014 01:27	00:00	00:14	Unknown	Loss of connectivity within London region
Havering Sixth Form College	18/07/2014 23:15	19/07/2014 01:42	00:00	02:27	Customer Environment	Power failure
City and Islington College, Centre for Health, Social and Child Care	19/07/2014 10:10	19/07/2014 10:25	00:00	00:15	Customer Scheduled Maintenance	Site maintenance
Science and Technology Facilities Council, Rutherford Appleton Laboratory, via London	19/07/2014 09:29	19/07/2014 11:42	00:00	02:13	Regional Equipment	Janet 6 optical equipment maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Hillcroft College	22/07/2014 00:37	22/07/2014 02:10	00:00	01:33	Telco Unscheduled Maintenance	Planned works we were not made aware of
Sir George Monoux College	22/07/2014 08:50	22/07/2014 09:00	00:00	00:10	Unknown	Unknown
City University, via King's College	23/07/2014 08:08	23/07/2014 08:58	00:00	00:50	Customer Environment	Site power issues
Christ the King Sixth Form College	21/07/2014 16:22	23/07/2014 14:19	00:00	21:57	Customer Scheduled Maintenance	Customer scheduled maintenance
Higher Education Funding Council for England, London Office	23/07/2014 06:30	25/07/2014 01:21	02:33	16:18	Telco Line	Fibre break
Havering Sixth Form College	24/07/2014 20:20	25/07/2014 11:37	13:39	01:38	Telco Equipment	Port crashed
European Bioinformatics Institute, via Cambridge	25/07/2014 11:33	25/07/2014 12:13	00:00	00:40	Regional Scheduled Maintenance	Knocked equipment by unrelated works
King's College London, Waterloo Campus	26/07/2014 09:59	26/07/2014 15:04	00:00	05:05	Customer Unscheduled Maintenance	Site unscheduled maintenance
University of Wales Trinity Saint David, London	29/07/2014 12:20	29/07/2014 16:30	00:00	04:10	Customer Configuration	Duplex settings wrong
London Borough of Merton, Personal & Community Development	25/07/2014 15:17	29/07/2014 17:59	00:00	02:42	Customer Environment	Flooding
Royal Academy of Music, York Gate	31/07/2014 10:19	31/07/2014 14:38	00:00	04:19	Customer Scheduled Maintenance	Site router maintenance
Royal Academy of Music, Marylebone Road	31/07/2014 10:19	31/07/2014 14:38	00:00	04:19	Customer Scheduled	Site router maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Maintenance	