

janet

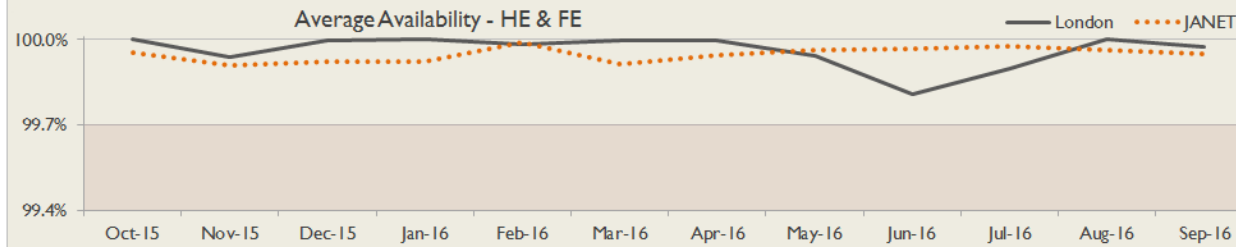
London Service Report

September 2016

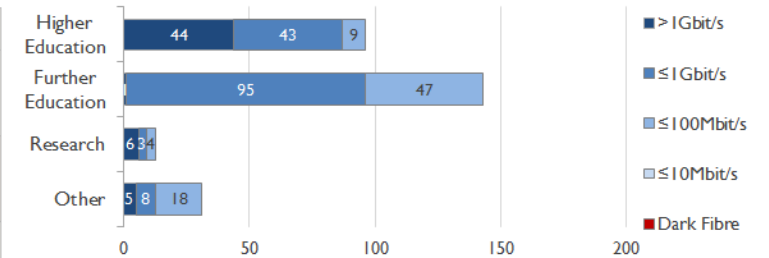


Service Reliability

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

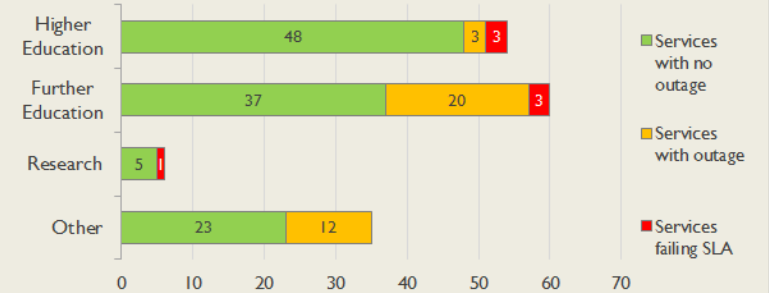


Connections in London by Contractual Bandwidth



Average Availability of HE & FE Services in London				Average Availability of HE & FE Services in Janet			
Sep 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Sep 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	12	99.96%	208	99.95%	22	99.95%	264
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 21m		0.52		5h 39m		0.67	
Based on 129 faults over the last 24 months				Based on 1199 faults over the last 24 months			

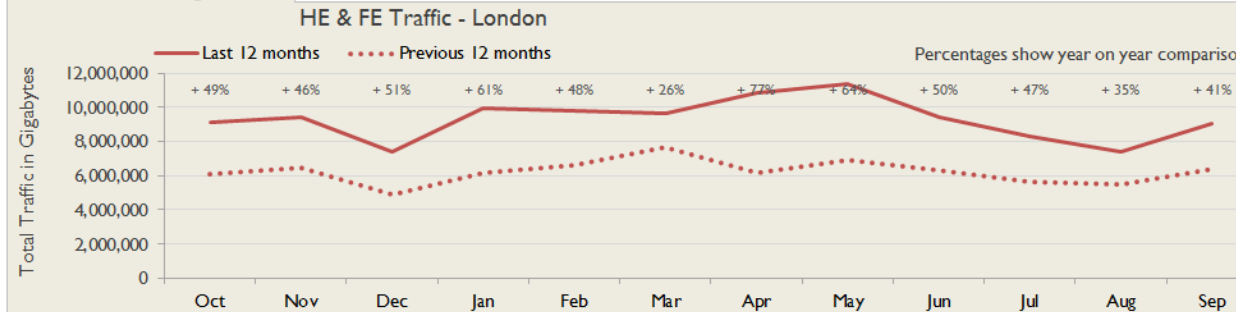
London Service Outages - Last 12 Months



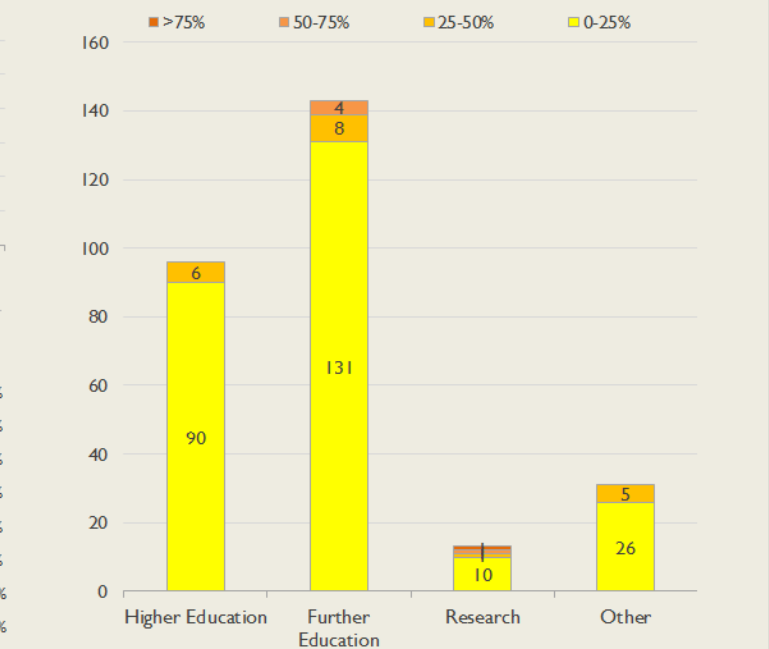
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

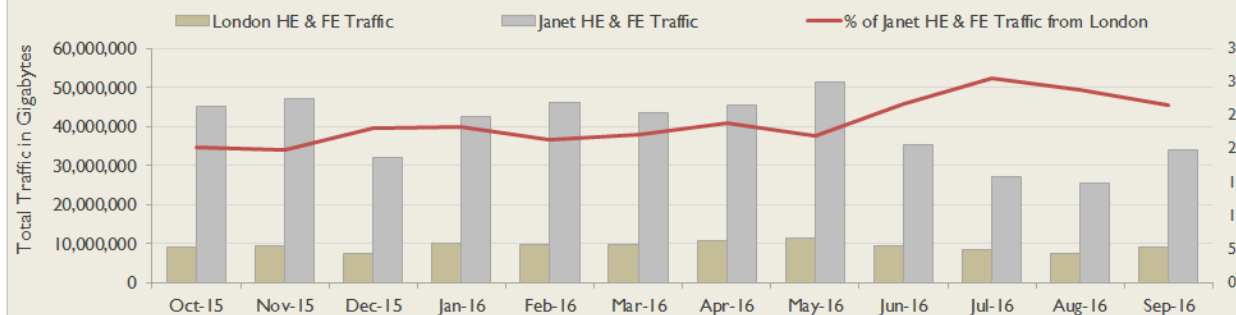
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



London HE & FE Traffic Against Janet HE & FE 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

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 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	12 Month Rolling Availability
Barking and Dagenham College, The Technical Skills Academy	100%	100%	100%	100%	100%	100%	100%	99.92%	100%	100%	100%	100%	>99.99%
Barking and Dagenham College, Rush Green Campus	100%	100%	100%	100%	100%	100%	100%	99.95%	100%	100%	100%	100%	>99.99%
Barnet and Southgate College, Southgate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barnet and Southgate College, Wood Street 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%	99.43%	99.95%
Birkbeck College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bromley College of Further and Higher Education *	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%
Brunel University London, Uxbridge *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Buckinghamshire New University, Uxbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Capel Manor College	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	100%	100%	99.83%
Carshalton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.43%	99.95%
Christ the King Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City and Islington College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Brighton and Hove, East Campus						100%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	12 Month Rolling Availability
City of Westminster College, North Wharf Road Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
College of North West London	100%	97.01%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.75%
Coulson Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	94.85%	100%	100%	100%	99.57%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.16%	100%	100%	99.93%
Coventry University, London Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Croydon College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ealing, Hammersmith & West London College *	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%
Esher 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%	99.94%	100%	100%	>99.99%
Goldsmiths' College, Link 1			100%	100%	100%	100%	100%	100%	100%	100%	100%	99.43%	<12 Months
Goldsmiths' College, Link 2	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%	100%	100%	100%	100%
Guildford College of Further and Higher Education, Merrist Wood College	100%	100%	100%	100%	100%	99.94%	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow College *	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%	100%	100%
Heythrop College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	12 Month Rolling Availability
Hillcroft College	100%	98.53%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
Imperial College of Science, Technology and Medicine *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
John Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.43%	99.95%
Kensington and Chelsea College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London, Strand Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London, Quintdown Business Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kingston College, Kingston and Sutton Educational Partnership					100%	100%	99.77%	100%	100%	100%	100%	100%	<12 Months
Kingston College, Kingston Hall Road	100%	98.53%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
Kingston University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lambeth College	100%	100%	99.38%	100%	100%	100%	100%	100%	95.52%	100%	100%	99.43%	99.53%
Lewisham Southwark College *	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%	97.93%	100%	100%	99.83%
London Business School *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School, Outsourcery	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, Telecity Harbour Exchange					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
London South Bank University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University, Telehouse West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loughborough University, London to Haselgrave								100%	100%	100%	100%	100%	<12 Months

Service	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	12 Month Rolling Availability
Loughborough University, London to Holywell								100%	100%	100%	100%	100%	<12 Months
Mary Ward Settlement, Queen Square	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%
Middlesex University, Plat Hall	100%	100%	100%	100%	100%	100%	100%	93.23%	100%	100%	100%	100%	99.44%
Middlesex University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Morley College Limited	100%	100%	100%	100%	100%	99.74%	100%	100%	100%	100%	100%	99.43%	99.93%
Nash College	100%	100%	100%	100%	100%	100%	100%	100%	95.52%	100%	100%	100%	99.63%
Newham College of Further Education *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newham Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Palmer's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.52%	100%	100%	99.96%
Petroc, Mid Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Queen Mary University of London *	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%	97.93%	100%	100%	99.83%
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 *	100%	100%	100%	100%	100%	100%	100%	100%	95.52%	100%	100%	100%	99.63%
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 College of Art, Battersea Campus	100%	100%	100%	100%	100%	100%	100%	100%	95.31%	100%	100%	100%	99.61%
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%

Service	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	12 Month Rolling Availability
Royal Holloway University of London *	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%	97.93%	100%	100%	99.83%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Thames College, Merton Campus	100%	98.53%	100%	100%	98.15%	100%	100%	100%	100%	100%	100%	100%	99.72%
Stanmore College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Charles Catholic Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St George's University of London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Mary's University, Twickenham *	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%	99.16%	100%	100%	99.93%
The College of Haringey, Enfield and North East London, Tottenham Centre	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%	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 Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art	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 Open University, Camden	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	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	12 Month Rolling Availability
The University of Cumbria, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of West London, Ealing *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets College, Poplar	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets College, Arbour Square				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Trinity Laban Conservatoire of Music and Dance *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Epsom Campus [1]	100%	100%	100%	100%	100%	100%	100%	99.92%	100%	100%	100%	100%	>99.99%
University for the Creative Arts, Epsom Campus [2]						100%	100%	100%	100%	100%	100%	100%	<12 Months
University for the Creative Arts, Data Centre *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bath, London											100%	100%	<12 Months
University of East London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Greenwich *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of London, ULCC Data Centre	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 Warwick, Warwick Business School *	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%	99.77%	100%	100%	100%	100%	100%	99.98%
Waltham Forest College, via Telecity Powergate					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Waltham Forest College, via Telehouse West	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	100%	100%	99.83%
Westminster Kingsway College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	100%	100%	>99.99%

Service	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	12 Month Rolling Availability
West Thames College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Woodhouse College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Working Men's College Corporation	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
Petroc, Mid Devon Campus	29/09/2016 03:08	29/09/2016 03:21	00:00	00:13	Unknown	Unknown fault affecting Petroc
Bexley College	20/09/2016 00:07	20/09/2016 04:14	00:00	04:07	Telco Maintenance	Unscheduled maintenance
Carshalton College	20/09/2016 00:07	20/09/2016 04:14	00:00	04:07	Telco Maintenance	Unscheduled maintenance
City and Islington College, Centre for Health, Social and Child Care	19/09/2016 07:31	19/09/2016 08:51	00:00	01:20	Customer Equipment	Router crashed
City and Islington College, Centre for Applied Sciences	29/09/2016 21:18	30/09/2016 00:56	00:00	03:38	Telco Maintenance	Telco scheduled maintenance
Croydon College, via ULCC	20/09/2016 00:07	20/09/2016 04:14	00:00	04:07	Telco Maintenance	Unscheduled maintenance
Ealing, Hammersmith & West London College, Hammersmith Campus	05/09/2016 11:01	05/09/2016 11:18	00:00	00:17	Unknown	Unknown cause
University of Greenwich, Greenwich Campus	20/09/2016 00:07	20/09/2016 04:14	00:00	04:07	Telco Maintenance	Unscheduled maintenance
The Institute of Cancer Research: Royal Cancer Hospital, via ULCC	20/09/2016 00:07	20/09/2016 04:14	00:00	04:07	Telco Maintenance	Unscheduled maintenance
John Ruskin College	20/09/2016 00:07	20/09/2016 04:14	00:00	04:07	Telco Maintenance	Unscheduled maintenance
Kingston University, Kingston Hill Campus	20/09/2016 00:07	20/09/2016 04:14	00:00	04:07	Telco Maintenance	Unscheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Lambeth College	20/09/2016 00:07	20/09/2016 04:14	00:00	04:07	Telco Maintenance	Unscheduled maintenance
Lewisham Southwark College, Depford Campus	20/09/2016 00:07	20/09/2016 04:14	00:00	04:07	Telco Maintenance	Unscheduled maintenance
Morley College Limited	20/09/2016 00:07	20/09/2016 04:14	00:00	04:07	Telco Maintenance	Unscheduled maintenance
Richmond upon Thames College, via Telehouse West	20/09/2016 00:07	20/09/2016 04:14	00:00	04:07	Telco Maintenance	Unscheduled maintenance
Royal College of Music, via Telehouse West	29/09/2016 21:27	30/09/2016 01:02	00:00	03:35	Unknown	Unknown
St George's University of London, Horton Halls	20/09/2016 00:07	20/09/2016 04:14	00:00	04:07	Telco Maintenance	Unscheduled maintenance
St Mary's University, Twickenham, via Imperial College	06/09/2016 13:54	06/09/2016 14:52	00:00	00:58	Customer Equipment	Site dislodged power lead
Trinity Laban Conservatoire of Music and Dance, Faculty of Music	16/09/2016 13:48	16/09/2016 21:28	00:00	07:40	Telco Line	Fibre break affecting Trinity Laban CoM&D
Trinity Laban Conservatoire of Music and Dance, Faculty of Dance	20/09/2016 00:07	20/09/2016 04:14	00:00	04:07	Telco Maintenance	Unscheduled maintenance
West Thames College, Feltham Skills Centre	17/09/2016 10:45	19/09/2016 08:46	00:00	46:01	Customer Environment	Customer local power outage
Woodhouse College	13/09/2016 08:54	13/09/2016 10:13	00:00	01:19	Customer Environment	Power cut to site
Middlesex University, Plat Hall	11/09/2016 10:47	12/09/2016 01:18	00:00	14:31	Customer Environment	Power failure at site
Royal College of Art, Battersea Campus	09/09/2016 08:54	09/09/2016 09:37	00:00	00:43	Customer Maintenance	Unscheduled maintenance at RCA, Battersea
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art	16/09/2016 09:47	16/09/2016 16:58	00:00	07:11	Customer Environment	Wide area power failure

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Goldsmiths' College, Link 1, via Stewart House	20/09/2016 00:07	20/09/2016 04:14	00:00	04:07	Telco Maintenance	Unscheduled maintenance