janet

East Service Report

April 2016
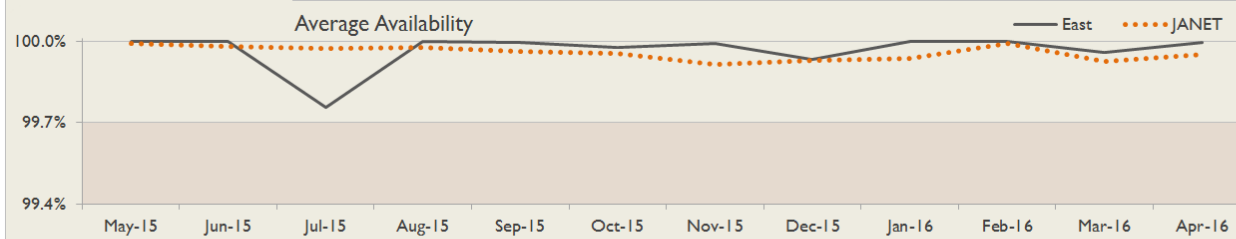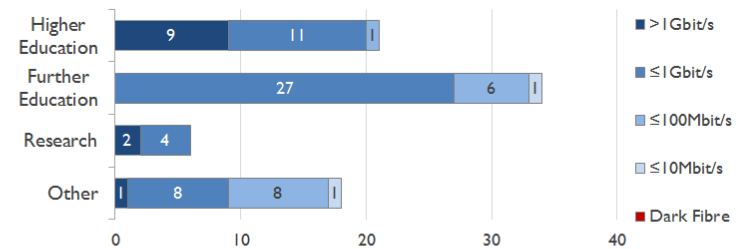
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Service Reliability

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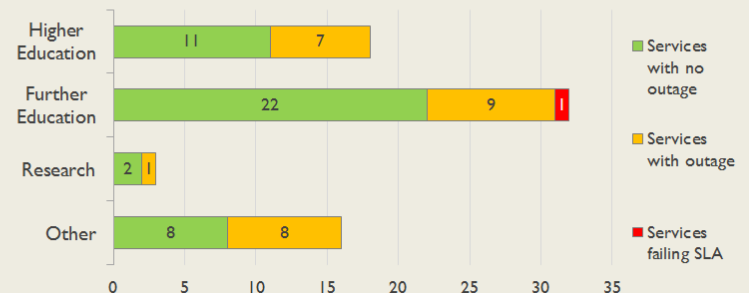
Average Availability

(Chart: Average Availability, May-15 to Apr-16, lines for East and JANET; y-axis 99.4% to 100.0%, SLA band at 99.7%)

Connections in East by Contractual Bandwidth

(Horizontal bar chart)
- Higher Education: 9 (>1Gbit/s), 11 (≤1Gbit/s), 1
- Further Education: 27, 6, 1
- Research: 2, 4
- Other: 1, 8, 8, 1

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

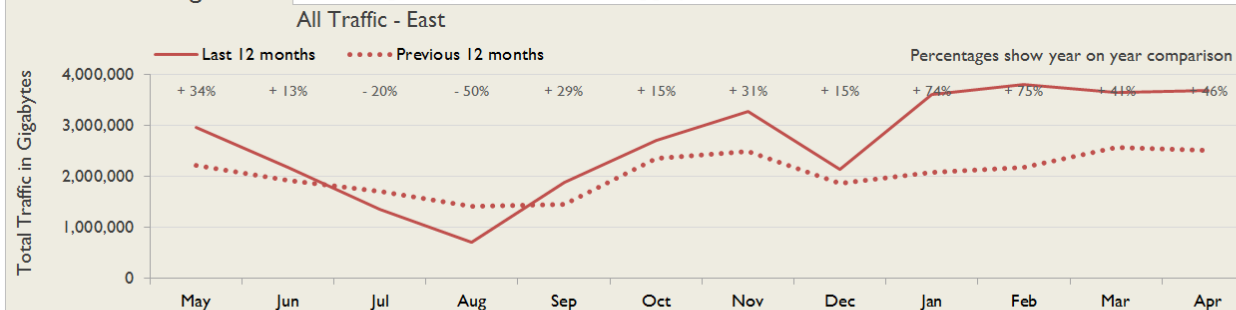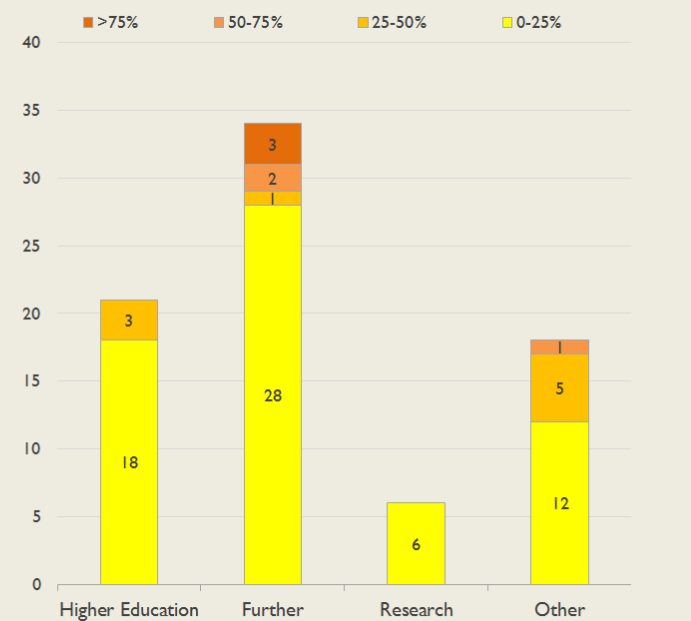| Average Availability of All Services in East				Average Availability of All Services in Janet			
Apr 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Apr 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	2	99.97%	169	99.95%	21	99.96%	218
Mean Time to Repair	Average Faults per Service per Year			Mean Time to Repair	Average Faults per Service per Year		
7h 18m	0.76			5h 36m	0.68		
Based on 111 faults over the last 24 months				Based on 1502 faults over the last 24 months			

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

East Service Outages - Last 12 Months

(Horizontal bar chart)
- Higher Education: 11 (no outage), 7 (with outage)
- Further Education: 22 (no outage), 9 (with outage), 1 (failing SLA)
- Research: 2 (no outage), 1 (with outage)
- Other: 8 (no outage), 8 (with outage)

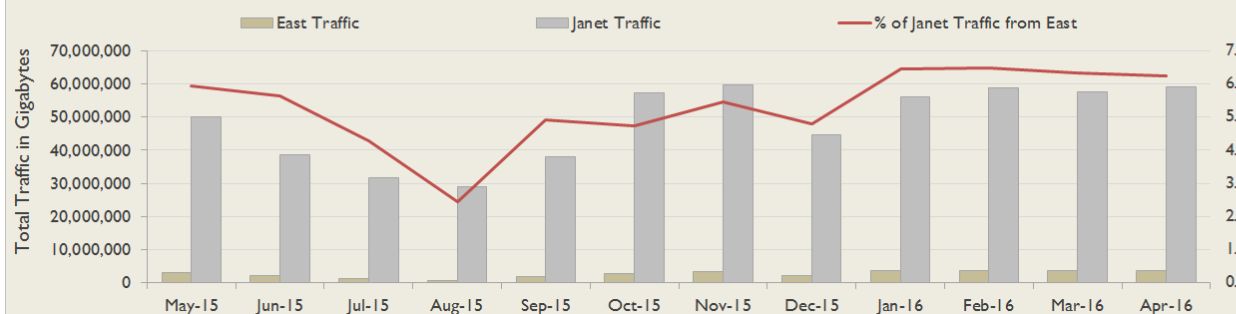Legend: Services with no outage, Services with outage, Services failing SLA

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 - East

Percentages show year on year comparison

(Line chart: Last 12 months, Previous 12 months; y-axis Total Traffic in Gigabytes 0 to 4,000,000; May to Apr)

Percentages: + 34%, + 13%, - 20%, - 50%, + 29%, + 15%, + 31%, + 15%, + 74%, + 75%, + 41%, + 46%

East Traffic Against Janet Traffic

(Bar/line chart: East Traffic, Janet Traffic, % of Janet Traffic from East; May-15 to Apr-16)

% Utilisation of Available Contractual Bandwidth at 90th Percentile

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

(Stacked bar chart)
- Higher Education: 18 (0-25%), 3 (25-50%)
- Further Education: 28 (0-25%), 1 (25-50%), 2 (50-75%), 3 (>75%)
- Research: 6 (0-25%)
- Other: 12 (0-25%), 5 (25-50%), 1 (50-75%)

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 agaisnt its availability figures

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Anglia Ruskin University, Cambridge Campus	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.89%
Anglia Ruskin University, Chelmsford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barnfield College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bedford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brunel University London, National Structural Integrity Research Centre					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Cambridge Regional College	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.89%
Central Bedfordshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chelmsford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Norwich, via Norwich	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.69%	100%	99.97%
Colchester Institute Enterprises Limited, Braintree Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute Enterprises Limited, Colchester Campus [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cranfield University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Norfolk Sixth Form College	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	99.69%	100%	99.96%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
East of England Broadband Network, Bedford Borough Council *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Cambridgeshire County Council	100%	100%	**98.69%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.89%**
East of England Broadband Network, Central Bedfordshire Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Luton Borough Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Norfolk County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.79%**	100%	**99.98%**
East of England Broadband Network, Peterborough City Council	100%	100%	100%	100%	100%	**99.47%**	100%	100%	100%	100%	100%	100%	**99.96%**
East of England Broadband Network, Southend on Sea Borough Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.96%**	**>99.99%**
East of England Broadband Network, Suffolk County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Thurrock Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Easton and Otley College, Easton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Easton and Otley College, Otley Campus	100%	100%	**98.69%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.89%**
Essex County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GEANT Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Great Yarmouth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harlow College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hertford Regional College, Broxbourne Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hertfordshire County Council	100%	100%	100%	100%	100%	100%	100%	**98.50%**	100%	100%	100%	100%	**99.87%**

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Hills Road Sixth Form College	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.89%
Huntingdonshire Regional College	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	98.55%	99.97%	99.77%
Imperial War Museum, IWM Duxford	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.89%
Long Road Sixth Form College *	100%	100%	99.51%	100%	100%	100%	100%	96.78%	100%	100%	100%	100%	99.69%
Luton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Stevenage Bioscience Catalyst										100%	100%	100%	<12 Months
Milton Keynes College, Bletchley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes College, Chaffron Way Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, British Antarctic Survey	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.89%
NBI Partnership Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Hertfordshire College, Stevenage Centre	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Norwich University of the Arts	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.46%	100%	99.96%
Oaklands College, St Albans Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oaklands College, Welwyn Garden City Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Paston Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Peterborough City Council, Personal & Community Development	100%	100%	100%	100%	100%	99.13%	100%	100%	100%	100%	100%	100%	99.93%
Peterborough Regional College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SEEVIC College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Essex College of Further and Higher Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Suffolk New College, via University of Essex	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Babraham Institute *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Congregation Of The Daughters Of The Cross Of Liege	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Cambridge	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.89%
The Open University, Milton Keynes *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Sixth Form College, Colchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TWI Ltd				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University Campus Suffolk Ltd, Perry Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bedfordshire, Luton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Buckingham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Cambridge, Cambridge University Press	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.89%
University of Cambridge *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of East Anglia, Norwich Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Colchester Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Social Science Research Centre Building	100%	100%	100%	100%	99.77%	100%	100%	100%	100%	100%	100%	100%	99.98%
University of Essex, Southend Campus, Gateway Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	>99.99%
University of Essex, Southend Campus, University Square	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.64%	100%	99.97%
University of Hertfordshire *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Herts College, Dacorum Campus											100%	100%	<12 Months
West Herts College, Watford Campus	100%	100%	100%	100%	100%	100%	99.33%	100%	100%	100%	100%	100%	99.94%
West Suffolk College	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.89%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Workers' Educational Association, Eastern	100%	100%	**98.69%**	100%	100%	100%	100%	100%	100%	100%	100%	**99.97%**	**99.89%**
Writtle College	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
University of Buckingham	21/04/2016 20:45	21/04/2016 20:58	00:00	00:13	Customer Maintenance	Site scheduled maintenance
University of Buckingham	21/04/2016 21:30	21/04/2016 21:44	00:00	00:14	Customer Maintenance	Site scheduled maintenance
Anglia Ruskin University, Cambridge Campus	20/04/2016 07:24	20/04/2016 07:36	00:00	00:12	Regional Other	Removal of decommissioned circuit caused a routing anomaly
Cambridge Regional College	02/04/2016 07:46	02/04/2016 11:07	00:00	03:21	Customer Maintenance	Customer scheduled maintenance
Cambridge Regional College	20/04/2016 07:24	20/04/2016 07:36	00:00	00:12	Regional Other	Removal of decommissioned circuit caused a routing anomaly
Hills Road Sixth Form College	20/04/2016 07:24	20/04/2016 07:36	00:00	00:12	Regional Other	Removal of decommissioned circuit caused a routing anomaly
Huntingdonshire Regional College, via Cambridge	20/04/2016 07:24	20/04/2016 07:36	00:00	00:12	Regional Other	Removal of decommissioned circuit caused a routing anomaly
Long Road Sixth Form College	07/04/2016 03:34	07/04/2016 08:28	00:00	04:54	Customer Equipment	Customer UPS failure
Long Road Sixth Form College, Link 2	07/04/2016 03:34	07/04/2016 08:28	00:00	04:54	Customer Equipment	Customer UPS failure
Natural Environment Research Council, British Antarctic Survey	20/04/2016 07:24	20/04/2016 07:36	00:00	00:12	Regional Other	Removal of decommissioned circuit caused a routing anomaly
North Hertfordshire College, Stevenage Centre	27/04/2016 21:47	27/04/2016 22:16	00:00	00:29	Customer Line	Faulty patch cable at customer site

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
South Essex College of Further and Higher Education	04/04/2016 02:08	04/04/2016 02:21	00:00	00:13	Unknown	Unknown fault affecting South Essex College F&HE
University of Essex, Southend Campus, Gateway Building	10/04/2016 01:53	10/04/2016 02:11	00:00	00:18	Telco Maintenance	Telco maintenance we were not informed of
West Suffolk College, via University of Cambridge	20/04/2016 07:24	20/04/2016 07:36	00:00	00:12	Regional Other	Removal of decommissioned circuit caused a routing anomaly
Workers' Educational Association, Eastern	20/04/2016 07:24	20/04/2016 07:36	00:00	00:12	Regional Other	Removal of decommissioned circuit caused a routing anomaly
GEANT Limited, City House via Cambridge	20/04/2016 07:24	20/04/2016 07:36	00:00	00:12	Regional Other	Removal of decommissioned circuit caused a routing anomaly
Imperial War Museum, IWM Duxford	20/04/2016 07:24	20/04/2016 07:36	00:00	00:12	Regional Other	Removal of decommissioned circuit caused a routing anomaly
University Campus Suffolk Ltd, Perry Building, via Chelmsford	12/04/2016 16:17	12/04/2016 16:32	00:00	00:15	Telco Equipment	Faulty attenuator
University Campus Suffolk Ltd, Perry Building, via Chelmsford	12/04/2016 17:26	13/04/2016 11:32	15:34	02:32	Telco Equipment	Faulty attenuator
University Campus Suffolk Ltd, Perry Building, via Chelmsford	13/04/2016 11:32	15/04/2016 17:17	00:00	53:45	Customer Other	Interface disabled by customer
East of England Broadband Network, Southend on Sea Borough Council	10/04/2016 01:53	10/04/2016 02:11	00:00	00:18	Telco Maintenance	Telco maintenance we were not informed of
East of England Broadband Network, Thurrock Council, Tilbury	12/04/2016 10:20	12/04/2016 10:57	00:00	00:37	Customer Environment	Cleaner shut down the power in error
The Babraham Institute, via Cambridge	20/04/2016 07:24	20/04/2016 07:36	00:00	00:12	Regional Other	Removal of decommissioned circuit caused a routing anomaly
University of Cambridge, Cambridge University Press	20/04/2016 07:24	20/04/2016 07:36	00:00	00:12	Regional Other	Removal of decommissioned circuit caused a routing anomaly
The Open University, Cambridge	20/04/2016 07:24	20/04/2016 07:36	00:00	00:12	Regional Other	Removal of decommissioned circuit caused a routing anomaly