

janet

East Service Report

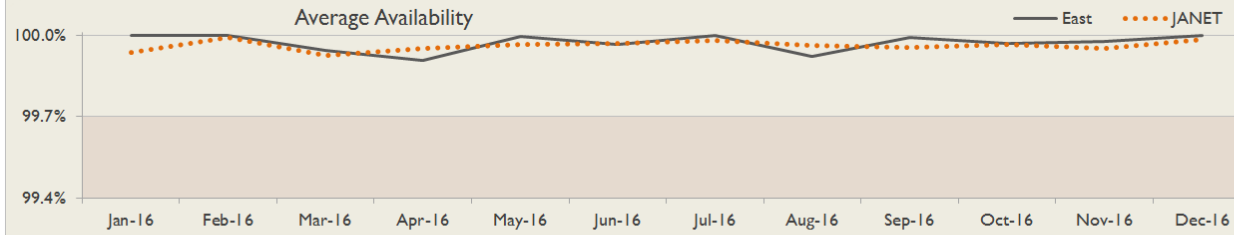
December 2016

The Jisc logo consists of the word "Jisc" in a white, sans-serif font, centered within a solid orange square.

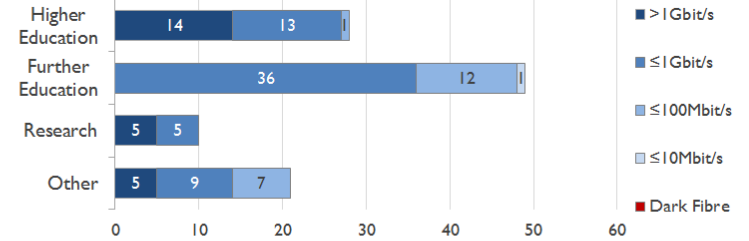
Jisc

Service Reliability

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

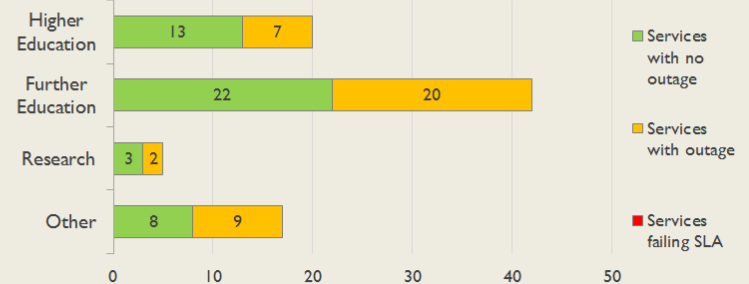


Connections in East by Contractual Bandwidth



Average Availability of All Services in East				Average Availability of All Services in Janet			
Dec 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Dec 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.97%	147	99.98%	7	99.96%	203
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 51m		0.68		5h 59m		0.61	
Based on 126 faults over the last 24 months				Based on 1348 faults over the last 24 months			

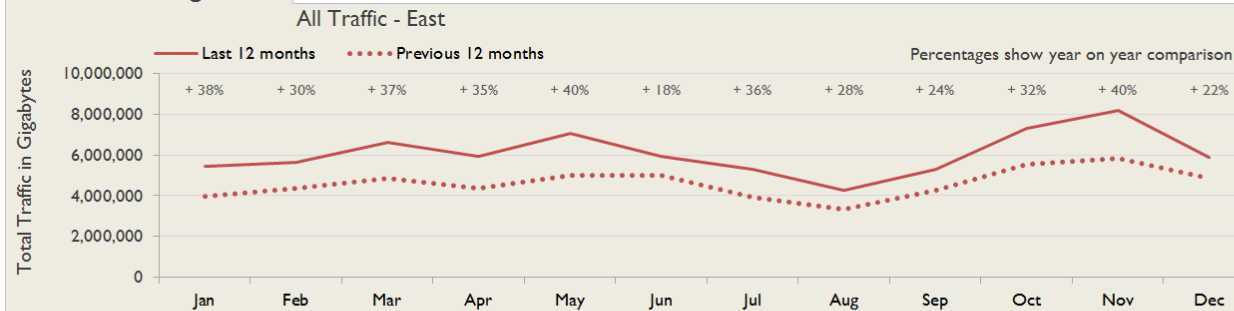
East Service Outages - Last 12 Months



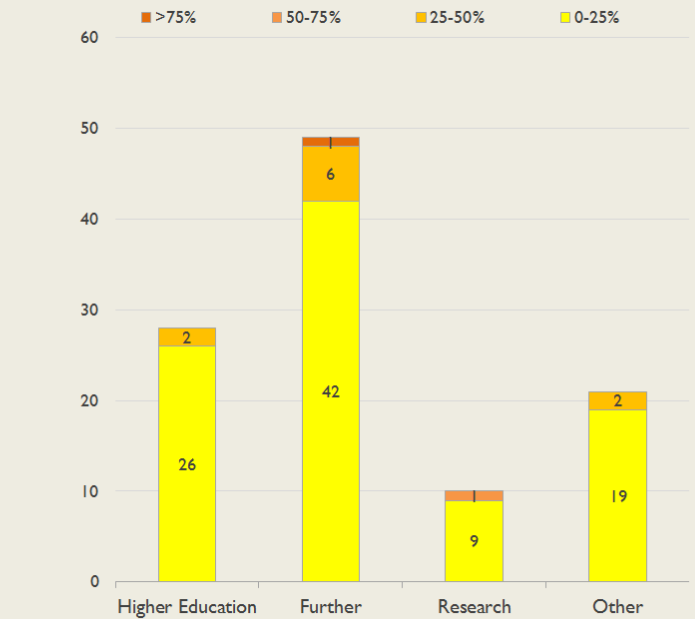
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

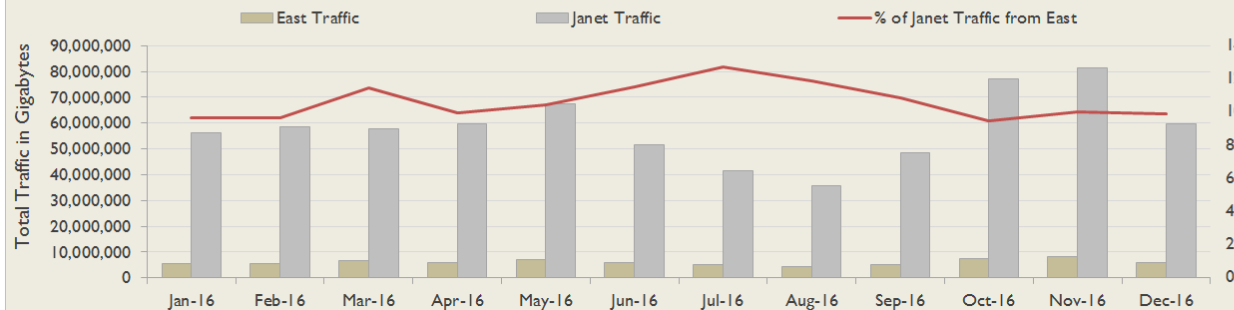
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



East 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

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	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	12 Month Rolling Availability
Anglia Ruskin University, Cambridge Campus	100%	100%	100%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Cambridge Regional College	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Central Bedfordshire College	100%	100%	100%	100%	100%	100%	100%	97.76%	100%	100%	100%	100%	99.81%
Chelmsford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Norwich, via Norwich	100%	100%	99.69%	100%	100%	100%	100%	99.03%	100%	100%	100%	100%	99.89%
City College Norwich, via Telehouse West	100%	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%
Colchester Institute Enterprises Limited, Colchester Campus [2]			100%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	<12 Months

Service	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	12 Month Rolling Availability
Cranfield University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Norfolk Sixth Form College	100%	100%	99.69%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Central Bedfordshire Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.53%	100%	100%	99.88%
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, Peterborough City Council - Bayard Place							100%	100%	100%	100%	100%	100%	<12 Months
East of England Broadband Network, Southend on Sea Borough Council	100%	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	>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, Tilbury	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Easton and Otley College, Easton Campus	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Easton and Otley College, Otley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Essex County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC		100%	98.16%	100%	100%	96.85%	100%	95.91%	100%	100%	100%	100%	<12 Months
European Bioinformatics Institute, EBI Hinxton *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GEANT Limited *	100%	100%	100%	100%	100%	99.95%	100%	100%	100%	100%	100%	100%	>99.99%

Service	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	12 Month Rolling Availability
Genome Research Limited, Wellcome Trust Sanger Institute *	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%
Hertford Regional College, Ware Campus	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Hertfordshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hills Road Sixth Form College	100%	100%	100%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Huntingdonshire Regional College *	100%	100%	98.55%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	99.88%
Imperial War Museum, IWM Duxford	100%	100%	100%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Long Road Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lowestoft College	100%	100%	100%	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Lowestoft Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	99.96%
Luton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.46%	100%	100%	99.87%
Medical Research Council, Stevenage Bioscience Catalyst		100%	100%	100%	100%	100%	100%	100%	100%	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 College, Silbury Campus										100%	100%	100%	<12 Months
Milton Keynes Council, Personal & Community Development	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Natural Environment Research Council, British Antarctic Survey	100%	100%	100%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
NBI Partnership Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	12 Month Rolling Availability
New College Stamford, Drift Road										100%	100%	100%	<12 Months
North Hertfordshire College, Hitchin Centre	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
North Hertfordshire College, Stevenage Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Norwich University of the Arts *	100%	100%	99.46%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Oaklands College, St Albans Campus	100%	100%	100%	100%	99.86%	99.90%	100%	100%	100%	100%	100%	100%	99.98%
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%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Peterborough Regional College	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Peterborough Regional College, Additional Connection	100%	100%	99.90%	99.77%	100%	100%	100%	100%	100%	100%	99.57%	100%	99.94%
Rothamsted Research Limited, Harpenden	100%	100%	100%	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
SEEVIC College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southend-on-Sea Borough Council, Personal & Community Development	100%	100%	100%	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
South Essex College of Further and Higher Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Suffolk New College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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 College of West Anglia, King's Lynn Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The College of West Anglia, Wisbech Campus	100%	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	99.96%
The Congregation Of The Daughters Of The Cross Of Liege	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	>99.99%

Service	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	12 Month Rolling Availability
The Open University, Cambridge	100%	100%	100%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%
Thurrock Council, Personal & Community Development	100%	100%	100%	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
TWI Ltd	100%	100%	100%	100%	99.98%	100%	100%	100%	99.35%	100%	100%	100%	99.94%
University of Bedfordshire, Bedford Campus		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Bedfordshire, Luton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bedfordshire, Milton Keynes	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 *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Cambridge, Cambridge University Press	100%	100%	100%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Cambridge, William Gates Building										100%	100%	100%	<12 Months
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Southend Campus, Gateway Building	100%	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Essex, Southend Campus, University Square	100%	100%	99.64%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	99.97%
University of Hertfordshire *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Suffolk Limited, Perry Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Herts College, Dacorum Campus			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
West Herts College, Watford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	12 Month Rolling Availability
West Suffolk College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	99.96%
Workers' Educational Association, Eastern	100%	100%	100%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Writtle University College	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	100%	100%	100%	100%	>99.99%

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
Barnfield College	07/12/2016 18:10	08/12/2016 08:30	00:00	14:20	Customer Equipment	Customer equipment turned off
Colchester Institute Enterprises Limited, Braintree Campus, via Chelmsford	20/12/2016 08:32	20/12/2016 08:52	00:00	00:20	Customer Maintenance	Site maintenance
Colchester Institute Enterprises Limited, Braintree Campus, via Telehouse West	13/12/2016 07:00	13/12/2016 07:26	00:00	00:26	Regional Maintenance	Scheduled maintenance
Colchester Institute Enterprises Limited, Braintree Campus, via Telehouse West	20/12/2016 08:32	20/12/2016 08:52	00:00	00:20	Customer Maintenance	Site maintenance
European Bioinformatics Institute, EBI Hinxton, via Cambridge	06/12/2016 07:00	06/12/2016 07:25	00:00	00:25	Regional Maintenance	Scheduled maintenance
Huntingdonshire Regional College, via Telehouse West	13/12/2016 07:00	13/12/2016 07:26	00:00	00:26	Regional Maintenance	Scheduled maintenance
South Essex College of Further and Higher Education	18/12/2016 08:38	18/12/2016 12:54	00:00	04:16	Customer Maintenance	Power maintenance affecting South Essex College
University of East Anglia, Norwich Campus, via Lowdham	06/12/2016 07:00	06/12/2016 07:25	00:00	00:25	Regional Maintenance	Scheduled maintenance
GEANT Limited, City House via Cambridge	02/12/2016 17:29	05/12/2016 12:48	07:38	11:41	Telco Line	Broken fibre cable
NBI Partnership Limited, John Innes Centre	06/12/2016 07:00	06/12/2016 07:25	00:00	00:25	Regional Maintenance	Scheduled maintenance
East of England Broadband Network, Central Bedfordshire Council	10/12/2016 05:31	10/12/2016 10:44	00:00	05:13	Customer Equipment	Faulty PSU caused loss of power to BTOR NTE

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The Babraham Institute, via Cambridge	03/12/2016 14:35	03/12/2016 14:59	00:00	00:24	Customer Maintenance	Site infrastructure maintenance
Lowestoft Sixth Form College	06/12/2016 07:00	06/12/2016 07:25	00:00	00:25	Regional Maintenance	Scheduled maintenance
North Hertfordshire College, Hitchin Centre, via Telecite Powergate	13/12/2016 07:00	13/12/2016 07:26	00:00	00:26	Regional Maintenance	Scheduled maintenance
Genome Research Limited, Wellcome Trust Sanger Institute, via Telecite Powergate	13/12/2016 07:00	13/12/2016 07:26	00:00	00:26	Regional Maintenance	Scheduled maintenance
Genome Research Limited, Wellcome Trust Sanger Institute, via Telehouse West	06/12/2016 07:00	06/12/2016 07:25	00:00	00:25	Regional Maintenance	Scheduled maintenance
Hertford Regional College, Ware Campus	13/12/2016 07:00	13/12/2016 07:26	00:00	00:26	Regional Maintenance	Scheduled maintenance
West Suffolk College, Additional Connection, via Telecite Powergate	06/12/2016 07:00	06/12/2016 07:25	00:00	00:25	Regional Maintenance	Scheduled maintenance
Peterborough Regional College, Additional Connection	06/12/2016 07:00	06/12/2016 07:25	00:00	00:25	Regional Maintenance	Scheduled maintenance
Suffolk New College, via Telecite Powergate	06/12/2016 07:00	06/12/2016 07:25	00:00	00:25	Regional Maintenance	Scheduled maintenance
City College Norwich, via Telehouse West	13/12/2016 07:00	13/12/2016 07:26	00:00	00:26	Regional Maintenance	Scheduled maintenance
The College of West Anglia, Wisbech Campus	06/12/2016 07:00	06/12/2016 07:25	00:00	00:25	Regional Maintenance	Scheduled maintenance
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC	10/12/2016 22:38	11/12/2016 10:03	00:00	11:25	Customer Maintenance	Customer scheduled maintenance
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC	13/12/2016 07:00	13/12/2016 07:26	00:00	00:26	Regional Maintenance	Scheduled maintenance
Colchester Institute Enterprises Limited, Colchester Campus [2], via Telecite Powergate	06/12/2016 07:00	06/12/2016 07:25	00:00	00:25	Regional Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
New College Stamford, Drift Road	13/12/2016 01:44	13/12/2016 07:10	00:00	05:26	Customer Environment	Local power outage