

# janet

East Service Report

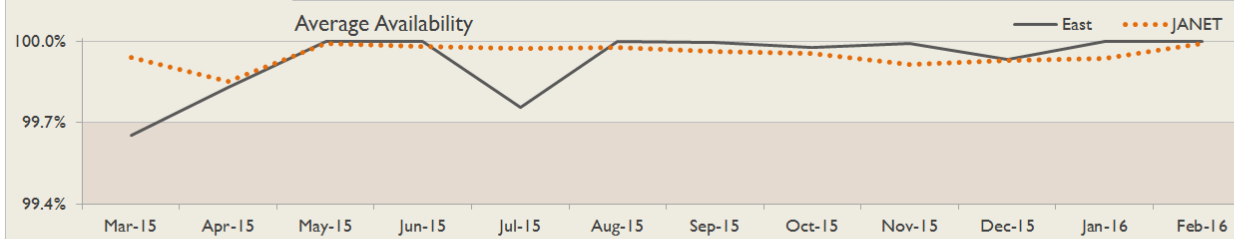
February 2016



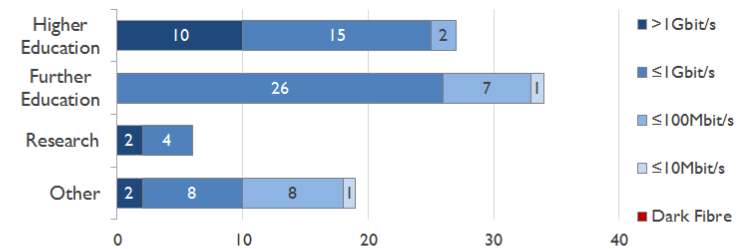


Service Reliability

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

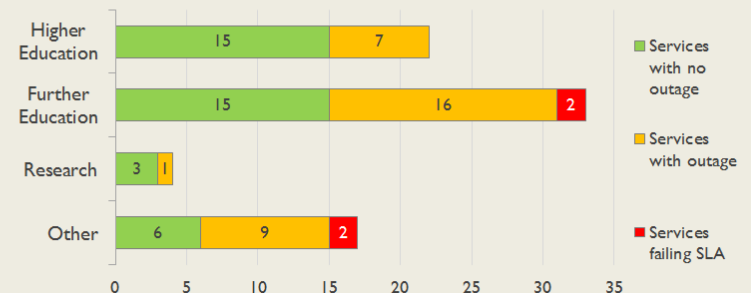


Connections in East by Contractual Bandwidth



Average Availability of All Services in East				Average Availability of All Services in Janet			
Feb 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Feb 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.93%	372	>99.99%	3	99.95%	249
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
8h 21m		0.65		5h 20m		0.68	
Based on 99 faults over the last 24 months				Based on 1440 faults over the last 24 months			

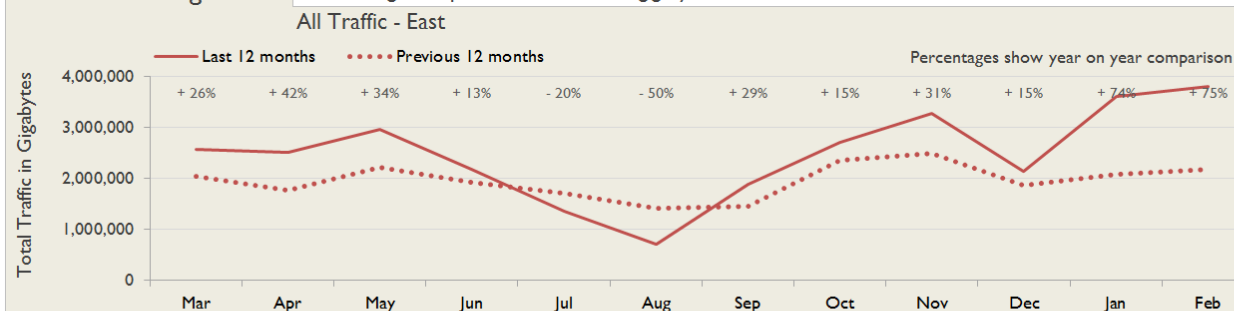
East Service Outages - Last 12 Months



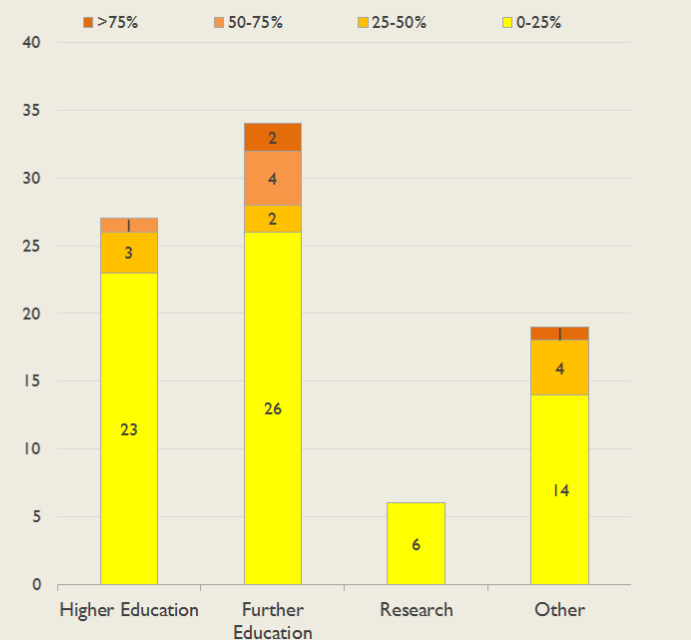
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

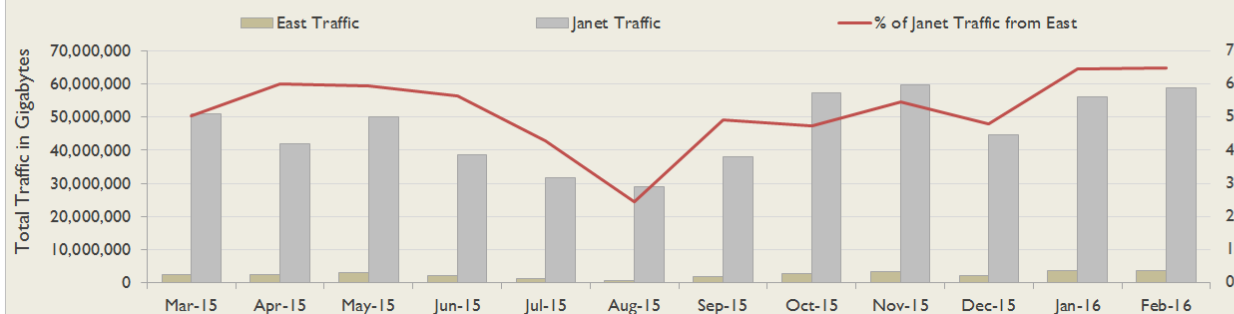
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
Anglia Ruskin University, Cambridge Campus	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	99.89%
Anglia Ruskin University, Chelmsford Campus	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
Anglia Ruskin University, Peterborough 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%	<12 Months
Cambridge Regional College	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	99.89%
Central Bedfordshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chelmsford College	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
City College Norwich, via Norwich	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute Enterprises Limited, Sheepen Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute Enterprises Limited, The College at Braintree *	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
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%	100%	100%	99.87%	100%	100%	100%	100%	99.99%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 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%	100%	100%	98.69%	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	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
East of England Broadband Network, Norfolk County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Peterborough City Council	100%	100%	100%	100%	100%	100%	100%	99.47%	100%	100%	100%	100%	99.96%
East of England Broadband Network, Southend on Sea Borough Council	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
East of England Broadband Network, Suffolk County Council	100%	97.27%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.77%
East of England Broadband Network, Thurrock Council	100%	96.28%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.69%
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%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	99.89%
Essex County Council, Personal & Community Development	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
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	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
Hertford Regional College, Broxbourne Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hertfordshire County Council	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	98.50%	100%	100%	99.69%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
Hills Road Sixth Form College	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	99.89%
Huntingdonshire Regional College	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	99.89%
Imperial War Museum, IWM Duxford	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	99.89%
Long Road Sixth Form College *	100%	100%	100%	100%	99.51%	100%	100%	100%	100%	96.78%	100%	100%	99.69%
Lowestoft Sixth Form College	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	99.99%
Luton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Stevenage Bioscience Catalyst												100%	<12 Months
Milton Keynes College, Bletchley Park 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%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	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%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	99.89%
Norwich University of the Arts	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	99.13%	100%	100%	100%	100%	99.93%
Peterborough Regional College	100%	96.35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.70%
SEEVIC College	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
South Essex College of Further and Higher Education	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
Suffolk New College, via Wherstead	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%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Open University, Cambridge	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	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%	99.03%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%
TWI Ltd						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, Bedford Campus												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, Cambridge University Press	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	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	97.93%	99.91%	100%	100%	100%	100%	99.77%	100%	100%	100%	100%	100%	99.80%
University of Essex, Southend Campus, Gateway Building	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
University of Essex, Southend Campus, University Square	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Hertfordshire *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
West Herts College	100%	100%	100%	100%	100%	100%	100%	100%	99.33%	100%	100%	100%	99.94%
West Suffolk College	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	99.89%
Workers' Educational Association, Eastern	100%	100%	100%	100%	98.69%	100%	100%	100%	100%	100%	100%	100%	99.89%
Writtle Agricultural College Higher Education Corporation	97.93%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%



## 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
European Bioinformatics Institute, EBI Hinxton, via Telehouse	12/02/2016 18:11	12/02/2016 18:37	00:00	00:26	Regional Maintenance	Maintenance to replace a failed card
University of East Anglia, Norwich Campus, via Telehouse West	12/02/2016 18:11	12/02/2016 18:37	00:00	00:26	Regional Maintenance	Maintenance to replace a failed card
GEANT Limited, City House via Cambridge	18/02/2016 18:59	18/02/2016 20:16	00:00	01:17	Customer Maintenance	Unscheduled maintenance
GEANT Limited, Clifton Court	18/02/2016 19:46	19/02/2016 20:10	00:00	00:24	Customer Maintenance	Unscheduled maintenance
GEANT Limited, Clifton Court	23/02/2016 06:27	23/02/2016 07:11	00:00	00:44	Customer Maintenance	Site scheduled maintenance
NBI Partnership Limited, Data Centre	12/02/2016 18:11	12/02/2016 18:37	00:00	00:26	Regional Maintenance	Maintenance to replace a failed card
NBI Partnership Limited, Data Centre	19/02/2016 17:10	21/02/2016 11:44	00:00	18:34	Customer Maintenance	Site scheduled maintenance
The Open University, Milton Keynes, F Block	27/02/2016 10:36	27/02/2016 11:38	00:00	01:02	Regional Maintenance	Scheduled maintenance
The Babraham Institute, via Cambridge	20/02/2016 12:31	20/02/2016 12:45	00:00	00:14	Customer Maintenance	Customer unscheduled maintenance
The Babraham Institute, via Chelmsford	05/02/2016 12:44	05/02/2016 13:15	00:00	00:31	Customer Environment	Power issues at the The Babraham Institute
Medical Research Council, Stevenage Bioscience Catalyst	19/02/2016 09:13	22/02/2016 16:05	00:00	06:52	Customer Configuration	Customer configuration issue