

janet

East Service Report

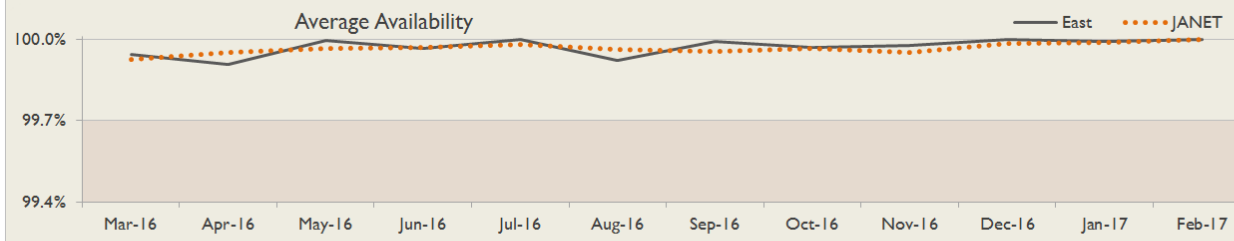
February 2017

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

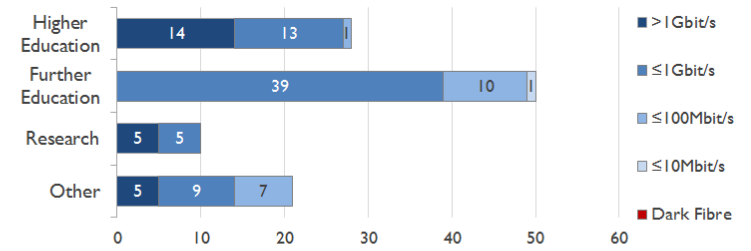
Jisc

Service Reliability

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

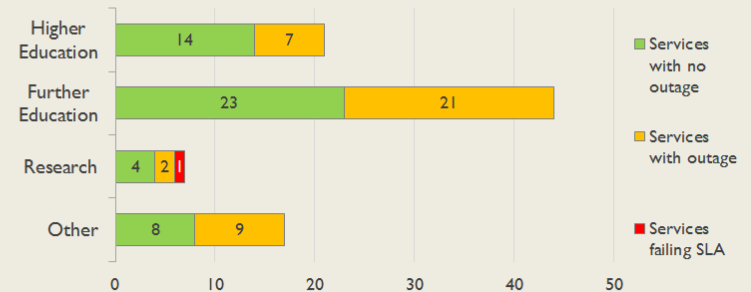


Connections in East by Contractual Bandwidth



Average Availability of All Services in East				Average Availability of All Services in Janet			
Feb 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Feb 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.97%	149	>99.99%	1	99.97%	178
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 35m		0.69		5h 58m		0.58	
Based on 130 faults over the last 24 months				Based on 1290 faults over the last 24 months			

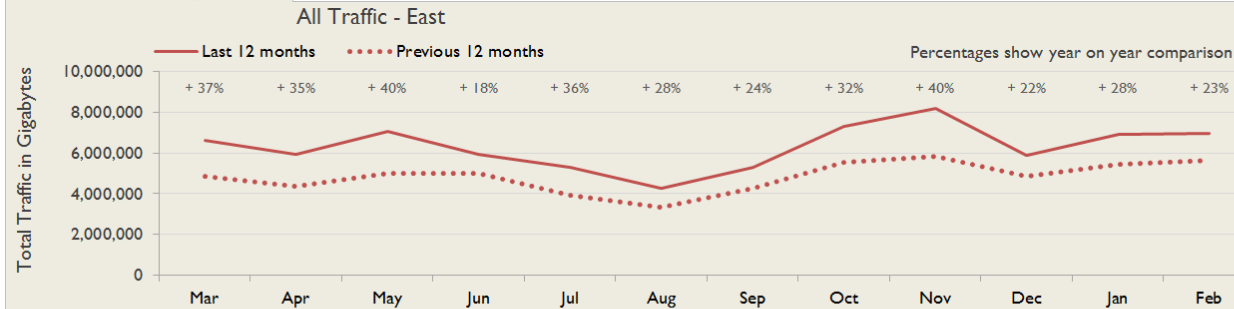
East Service Outages - Last 12 Months



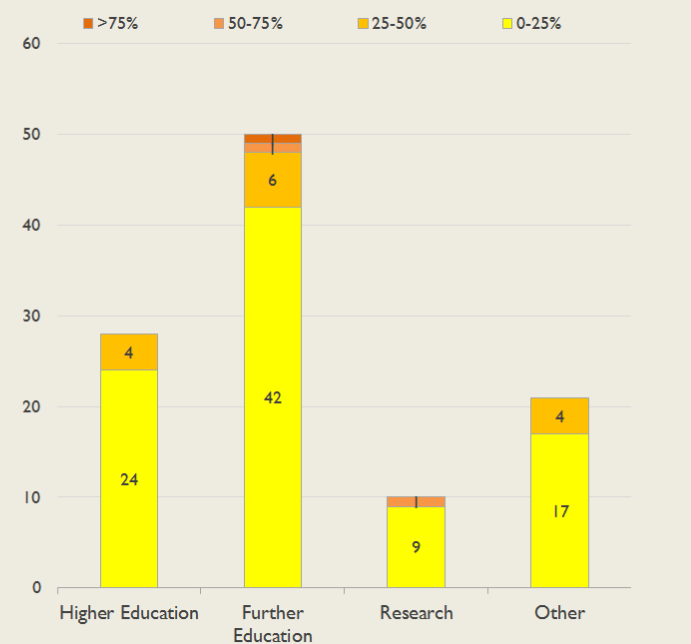
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

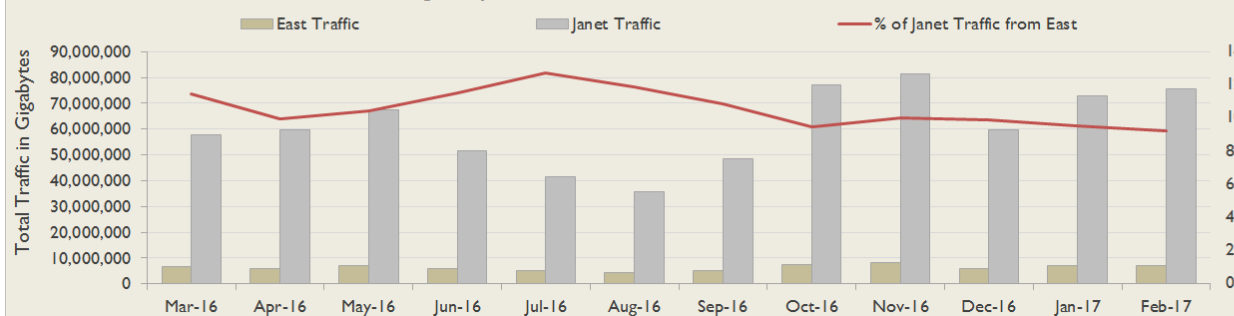
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	12 Month Rolling Availability
Anglia Ruskin University, Cambridge Campus	100%	99.97%	99.98%	100%	100%	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%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Cambridge Regional College	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Central Bedfordshire College	100%	100%	100%	100%	100%	97.76%	100%	100%	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	99.69%	100%	100%	100%	100%	99.03%	100%	100%	100%	100%	100%	100%	99.89%
City College Norwich, via Telehouse West	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.80%	100%	99.98%
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%	100%	100%	99.96%

Service	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	12 Month Rolling Availability
Cranfield University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Norfolk Sixth Form College	99.69%	100%	100%	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%	98.53%	100%	100%	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%	100%	100%	<12 Months
East of England Broadband Network, Southend on Sea Borough Council	100%	99.96%	100%	100%	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%	99.98%	100%	100%	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	98.16%	100%	100%	96.85%	100%	95.91%	100%	100%	100%	100%	100%	100%	99.24%
European Bioinformatics Institute, EBI Hinxton *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GEANT Limited *	100%	100%	100%	99.95%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%

Service	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	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	99.94%	100%	100%	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%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Huntingdonshire Regional College *	98.55%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
Imperial War Museum, IWM Duxford	100%	99.97%	99.98%	100%	100%	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%	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Lowestoft Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	99.96%
Luton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	98.46%	100%	100%	100%	100%	99.87%
Medical Research Council, Stevenage Bioscience Catalyst	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	<12 Months
Milton Keynes Council, Personal & Community Development	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Natural Environment Research Council, British Antarctic Survey	100%	99.97%	99.98%	100%	100%	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	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	12 Month Rolling Availability
New College Stamford, Drift Road								100%	100%	100%	100%	100%	<12 Months
North Hertfordshire College, Hitchin Centre	99.94%	100%	100%	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 *	99.46%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Oaklands College, St Albans Campus	100%	100%	99.86%	99.90%	100%	100%	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%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Peterborough Regional College	100%	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Peterborough Regional College, Additional Connection	99.90%	99.77%	100%	100%	100%	100%	100%	100%	99.57%	100%	99.74%	100%	99.92%
Prospects College of Advanced Technology												100%	<12 Months
Rothamsted Research Limited, Harpenden	100%	97.99%	100%	100%	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%	97.99%	100%	100%	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	99.90%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	99.80%	100%	99.94%

Service	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	12 Month Rolling Availability
The Congregation Of The Daughters Of The Cross Of Liege	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	>99.99%
The Open University, Cambridge	100%	99.97%	99.98%	100%	100%	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%	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
TWI Ltd	100%	100%	99.98%	100%	100%	100%	99.35%	100%	100%	100%	100%	100%	99.94%
University of Bedfordshire, Bedford Campus	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 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%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Cambridge, William Gates Building								100%	100%	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%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Essex, Southend Campus, University Square	99.64%	100%	99.97%	100%	100%	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%	100%	100%	100%

Service	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	12 Month Rolling Availability
West Herts College, Watford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	99.96%
Workers' Educational Association, Eastern	100%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Writtle University College	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	100%	100%	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
Anglia Ruskin University, Chelmsford Campus	28/02/2017 06:16	28/02/2017 06:50	00:00	00:34	Customer Maintenance	Site scheduled maintenance
Colchester Institute Enterprises Limited, Braintree Campus, via Telehouse West	20/02/2017 00:26	20/02/2017 00:50	00:00	00:24	Unknown	Unknown
Easton and Otley College, Otley Campus	18/02/2017 00:09	18/02/2017 01:40	01:31	00:00	Regional Environment	Power failure at University of Essex - Physics Building PoP
Suffolk New College, via University of Essex	18/02/2017 00:09	18/02/2017 01:40	01:31	00:00	Regional Environment	Power failure at University of Essex - Physics Building PoP
University of Essex, Colchester Campus	18/02/2017 00:09	18/02/2017 01:40	01:31	00:00	Regional Environment	Power failure at University of Essex - Physics Building PoP
University of Essex, Colchester Campus	18/02/2017 01:41	18/02/2017 15:27	08:26	05:20	Regional Equipment	Faulty router at University of Essex - Physics Building PoP
University of Essex, Colchester Campus	27/02/2017 20:07	27/02/2017 20:21	00:00	00:14	Unknown	Unknown
Colchester Institute Enterprises Limited, Colchester Campus [1], via University of Essex	18/02/2017 00:09	18/02/2017 01:40	01:31	00:00	Regional Environment	Power failure at University of Essex - Physics Building PoP
The Sixth Form College, Colchester	18/02/2017 00:09	18/02/2017 01:40	01:31	00:00	Regional Environment	Power failure at University of Essex - Physics Building PoP
East of England Broadband Network, Cambridgeshire County Council	11/02/2017 12:41	11/02/2017 13:01	00:00	00:20	Customer Maintenance	Customer unscheduled maintenance
East of England Broadband Network, Cambridgeshire County Council	11/02/2017 13:33	11/02/2017 14:05	00:00	00:32	Customer Maintenance	Customer unscheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
East of England Broadband Network, Suffolk County Council	18/02/2017 00:09	18/02/2017 01:40	01:31	00:00	Regional Environment	Power failure at University of Essex - Physics Building PoP
East of England Broadband Network, Thurrock Council, Tilbury	12/02/2017 10:08	12/02/2017 11:12	00:00	01:04	Customer Other	Site problems
East of England Broadband Network, Thurrock Council, Tilbury	18/02/2017 12:09	20/02/2017 09:47	00:00	45:38	Unknown	Unknown cause
The Babraham Institute, via Chelmsford	28/02/2017 13:08	28/02/2017 13:31	00:00	00:23	Customer Environment	Power failure
The Open University, Cambridge	18/02/2017 03:49	18/02/2017 04:06	00:00	00:17	Customer Environment	Power issues affecting OU Cambridge
The College of West Anglia, Wisbech Campus	18/02/2017 10:20	20/02/2017 07:45	00:00	45:25	Customer Environment	Wide area power outage
Colchester Institute Enterprises Limited, Colchester Campus [2], via Telecity Powergate	07/02/2017 15:21	08/02/2017 09:12	00:00	17:51	Customer Maintenance	Customer unscheduled maintenance
Colchester Institute Enterprises Limited, Colchester Campus [2], via Telecity Powergate	09/02/2017 13:47	09/02/2017 13:58	00:00	00:11	Customer Maintenance	Customer scheduled maintenance