

janet

East Service Report

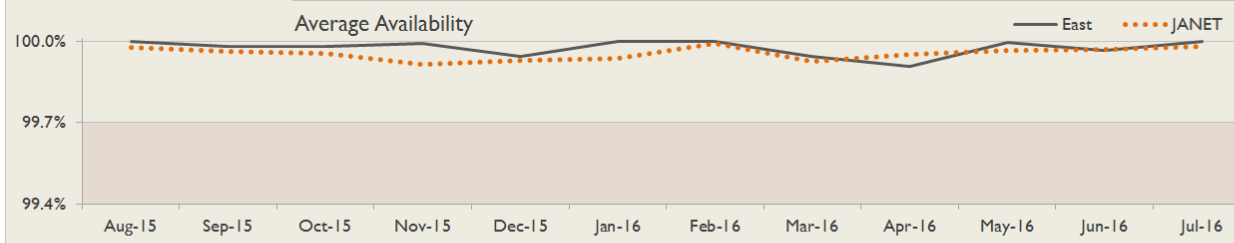
July 2016

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

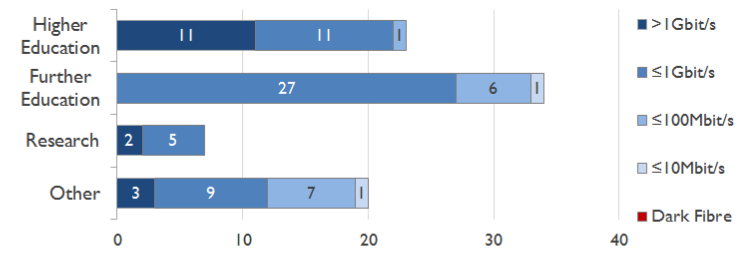
Jisc

Service Reliability

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

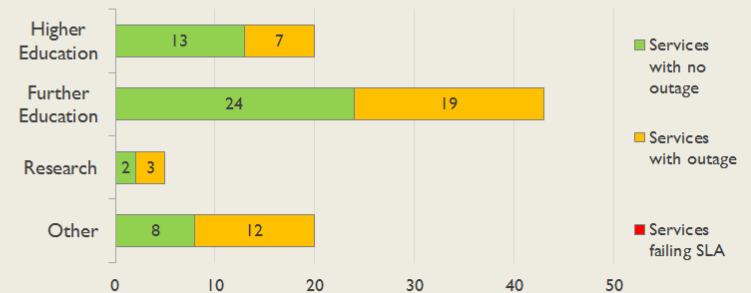


Connections in East by Contractual Bandwidth



Average Availability of All Services in East				Average Availability of All Services in Janet			
Jul 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jul 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.98%	130	99.98%	9	99.96%	230
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 54m		0.64		5h 42m		0.65	
Based on 121 faults over the last 24 months				Based on 1454 faults over the last 24 months			

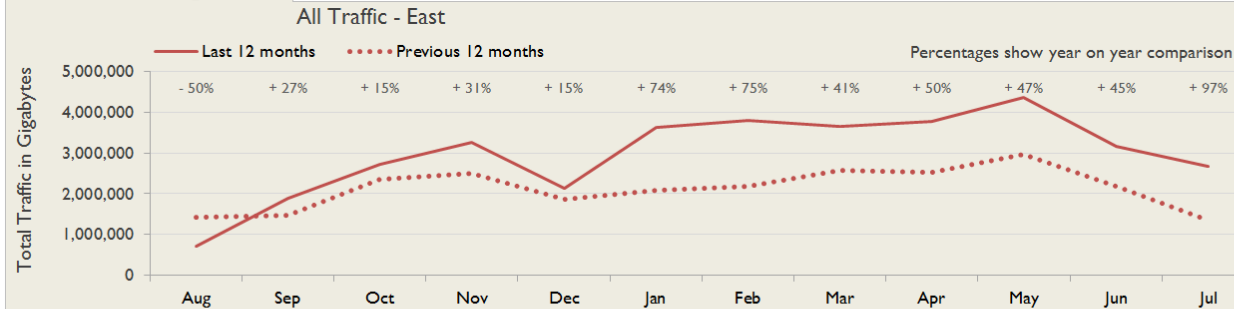
East Service Outages - Last 12 Months



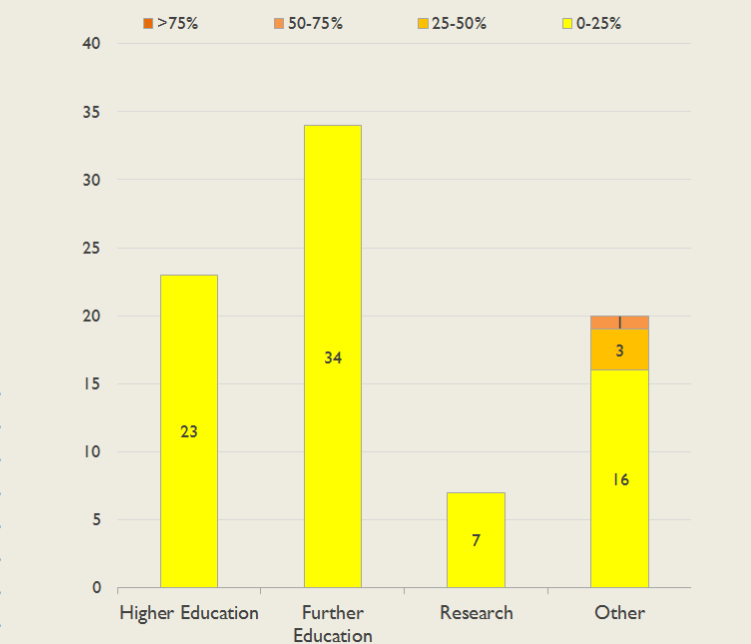
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

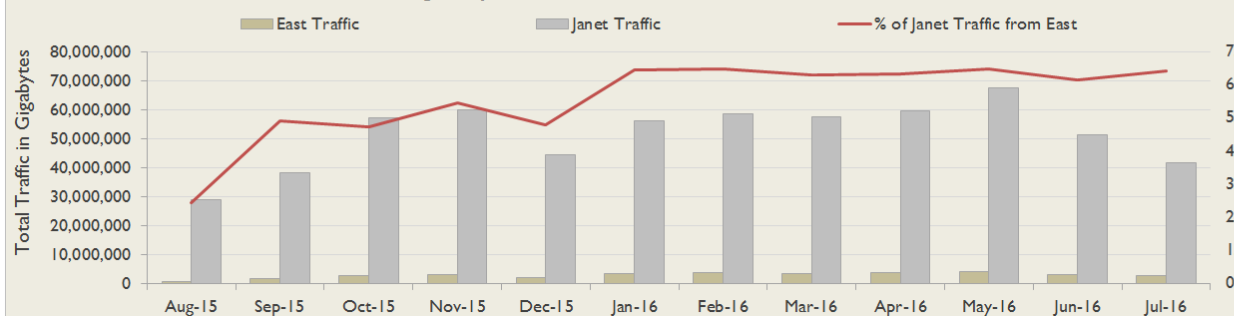
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
Anglia Ruskin University, Chelmsford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Anglia Ruskin University, Cambridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	>99.99%
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%	99.98%	100%	100%	<12 Months
Cambridge Regional College	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	>99.99%
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%	99.69%	100%	100%	100%	100%	99.97%
City College Norwich, via Telehouse West	100%	99.60%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	99.96%
Colchester Institute Enterprises Limited, Colchester Campus [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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 [2]								100%	100%	100%	100%	100%	<12 Months

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 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%	99.87%	100%	100%	100%	100%	99.69%	100%	100%	100%	100%	99.96%
East of England Broadband Network, Peterborough City Council	100%	100%	99.47%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
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, Bedford Borough Council *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Southend on Sea Borough Council	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	100%	>99.99%
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, 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%	99.79%	100%	100%	100%	100%	99.98%
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, Thurrock Council, Tilbury	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Peterborough City Council - Bayard Place												100%	<12 Months
Easton and Otley College, Otley Campus	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%	99.98%	>99.99%	>99.99%	>99.99%
Essex County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC							100%	98.16%	100%	100%	96.85%	100%	<12 Months
European Bioinformatics Institute, EBI Hinxton *	100%	100%	100%	100%	99.54%	100%	100%	100%	100%	100%	100%	100%	99.96%
GEANT Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%	100%	>99.99%
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%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	99.96%
Hertfordshire County Council	100%	100%	100%	100%	98.50%	100%	100%	100%	100%	100%	100%	100%	99.87%
Hills Road Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	>99.99%
Huntingdonshire Regional College	100%	100%	100%	100%	100%	100%	100%	98.55%	99.97%	99.98%	100%	100%	99.88%
Huntingdonshire Regional College, California Road Campus	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	99.96%
Imperial War Museum, IWM Duxford	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	>99.99%
Long Road Sixth Form College *	100%	100%	100%	100%	96.78%	100%	100%	100%	100%	100%	100%	100%	99.73%
Lowestoft College	100%	100%	99.87%	100%	100%	100%	100%	100%	97.99%	100%	100%	100%	99.82%
Lowestoft Sixth Form College	100%	100%	99.87%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	<12 Months
Milton Keynes College, Chaffron Way Campus	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%

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
Milton Keynes Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	>99.99%
Natural Environment Research Council, British Antarctic Survey	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	>99.99%
NBI Partnership Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Hertfordshire College, Hitchin Centre	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	99.96%
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%	100%	100%	100%	100%	100%	99.46%	100%	100%	100%	100%	99.96%
Oaklands College, St Albans Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.86%	99.90%	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%	99.13%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	99.93%
Peterborough Regional College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	>99.99%
Peterborough Regional College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	99.90%	99.77%	100%	100%	100%	99.97%
Rothamsted Research Limited, Harpenden	100%	100%	100%	100%	100%	100%	100%	100%	97.99%	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%	100%	100%	100%	100%	100%	97.99%	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 Teleticity 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, Wisbech Campus	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	>99.99%

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
The College of West Anglia, King's Lynn Campus	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, Milton Keynes *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Cambridge	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	>99.99%
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%	100%	100%	100%	100%	100%	97.99%	100%	100%	100%	99.83%
TWI Ltd	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	>99.99%
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%	100%	100%	100%	100%	100%	<12 Months
University of Bedfordshire, Milton Keynes	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%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	>99.99%
University of Cambridge *	100%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
University of Cambridge *	100%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
University of East Anglia, Norwich Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Social Science Research Centre Building	100%	99.77%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
University of Essex, Colchester Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Southend Campus, Gateway Building	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	100%	>99.99%

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
University of Essex, Southend Campus, University Square	100%	100%	100%	100%	100%	100%	100%	99.64%	100%	99.97%	100%	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%	100%	100%	100%	<12 Months
West Herts College, Watford Campus	100%	100%	100%	99.33%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
West Suffolk College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	>99.99%
Workers' Educational Association, Eastern	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	>99.99%
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
Anglia Ruskin University, Cambridge Campus	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
Colchester Institute Enterprises Limited, Braintree Campus, via Telehouse West	25/07/2016 02:20	25/07/2016 02:34	00:00	00:14	Unknown	Unknown RFO
Cambridge Regional College	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
Hills Road Sixth Form College	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
Huntingdonshire Regional College, via Cambridge	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
Natural Environment Research Council, British Antarctic Survey	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
Natural Environment Research Council, British Antarctic Survey	31/07/2016 11:28	31/07/2016 12:01	00:00	00:33	Customer Maintenance	Site maintenance
Peterborough City Council, Personal & Community Development	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
Peterborough Regional College	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
SEEVIC College	22/07/2016 06:28	22/07/2016 08:20	00:00	01:52	Customer Environment	Area power outage
University of Cambridge, University Computing Services	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
University of Cambridge, University Computing Services	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
West Suffolk College, via University of Cambridge	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
Workers' Educational Association, Eastern	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
GEANT Limited, City House via Cambridge	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
Imperial War Museum, IWM Duxford	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
Imperial War Museum, IWM Duxford	27/07/2016 22:32	28/07/2016 23:01	00:00	24:29	Customer Environment	Power failure
The Babraham Institute, via Cambridge	20/07/2016 10:28	20/07/2016 12:22	00:00	01:54	Customer Maintenance	Customer unscheduled maintenance
The Babraham Institute, via Cambridge	20/07/2016 16:44	20/07/2016 18:49	00:00	02:05	Customer Maintenance	Customer unscheduled maintenance
The Babraham Institute, via Cambridge	30/07/2016 08:04	30/07/2016 11:07	00:00	03:03	Customer Environment	Power issues at site
Rothamsted Research Limited, Harpenden	02/07/2016 09:11	02/07/2016 09:25	00:00	00:14	Customer Maintenance	Scheduled maintenance at Rothamsted Research Limited BBSRC
University of Cambridge, Cambridge University Press	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
The Open University, Cambridge	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
The College of West Anglia, Wisbech Campus	15/07/2016 07:14	15/07/2016 07:41	00:00	00:27	Customer Environment	Site power outage
The College of West Anglia, Wisbech Campus	17/07/2016 15:09	17/07/2016 17:30	00:00	02:21	Customer Maintenance	Unscheduled customer maintenance
The College of West Anglia, Wisbech Campus	17/07/2016 18:00	17/07/2016 18:12	00:00	00:12	Customer Maintenance	Unscheduled customer maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The College of West Anglia, Wisbech Campus	18/07/2016 12:32	18/07/2016 14:18	00:00	01:46	Customer Environment	Site power outage
The College of West Anglia, Wisbech Campus	19/07/2016 16:32	19/07/2016 16:59	00:00	00:27	Customer Environment	Site power issue
TWI Ltd	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
Brunel University London, National Structural Integrity Research Centre	11/07/2016 23:35	12/07/2016 00:00	00:00	00:25	Denial of Service	Denial of service attack
Oaklands College, Welwyn Garden City Campus	27/07/2016 07:19	27/07/2016 08:33	00:00	01:14	Customer Maintenance	Scheduled maintenance at Oaklands College
Oaklands College, Welwyn Garden City Campus	27/07/2016 09:20	27/07/2016 09:42	00:00	00:22	Customer Maintenance	Scheduled maintenance at Oaklands College
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC	20/07/2016 12:02	20/07/2016 15:11	00:00	03:09	Customer Configuration	Customer configuration issue
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC	24/07/2016 01:52	24/07/2016 03:02	00:00	01:10	Customer Maintenance	Site unscheduled maintenance