janet

East Service Report
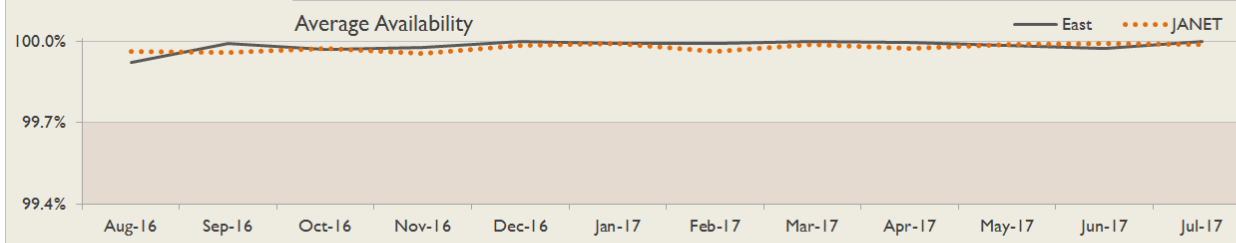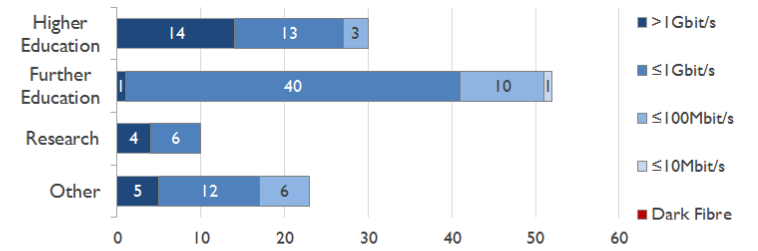
July 2017

Jisc

Service Reliability

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

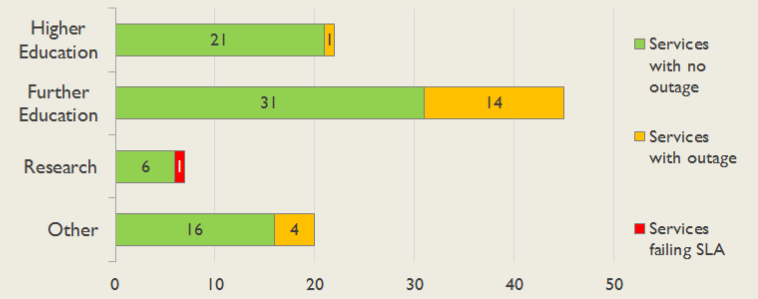### Average Availability

Legend: East — JANET ······

(Line chart: Average Availability, Aug-16 to Jul-17, y-axis 99.4% to 100.0%, with 99.7% threshold band)

Connections in East by Contractual Bandwidth

Category	>1Gbit/s	≤1Gbit/s	≤100Mbit/s	≤10Mbit/s	Dark Fibre
Higher Education	14	13	3		
Further Education	1	40	10	1	
Research	4	6			
Other	5	12	6		

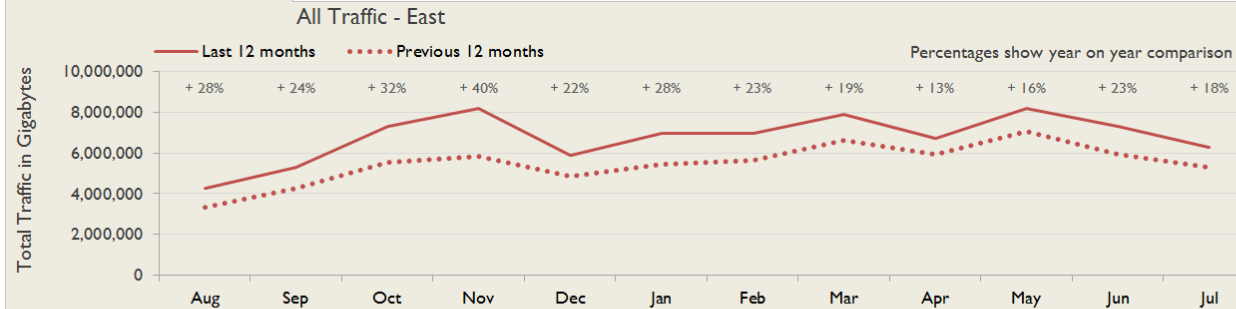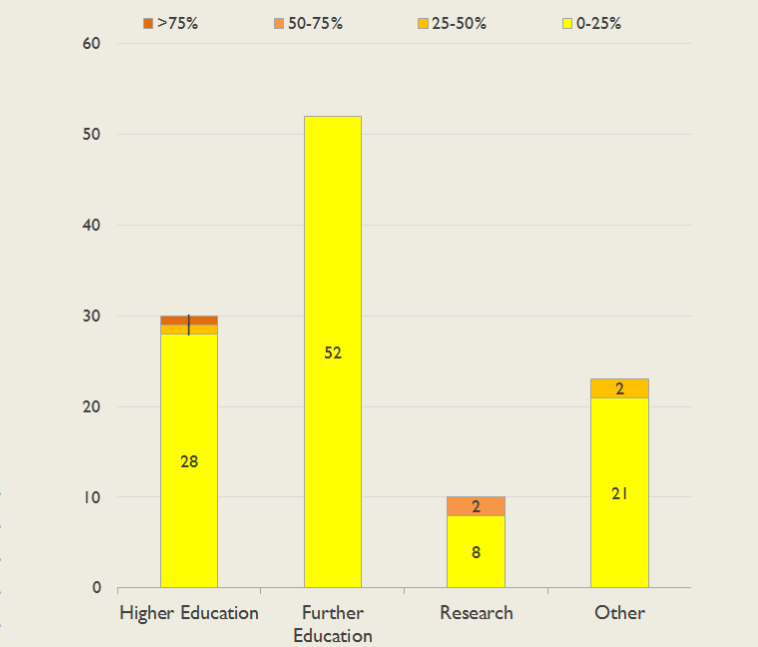|	Average Availability of All Services in East				Average Availability of All Services in Janet			
	Jul 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jul 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
	100%	0	99.98%	89	99.99%	6	99.98%	129
	Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
	3h 38m		0.44		6h 25m		0.44	
	Based on 86 faults over the last 24 months				Based on 988 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

Legend: Services with no outage (green), Services with outage (yellow), Services failing SLA (red)

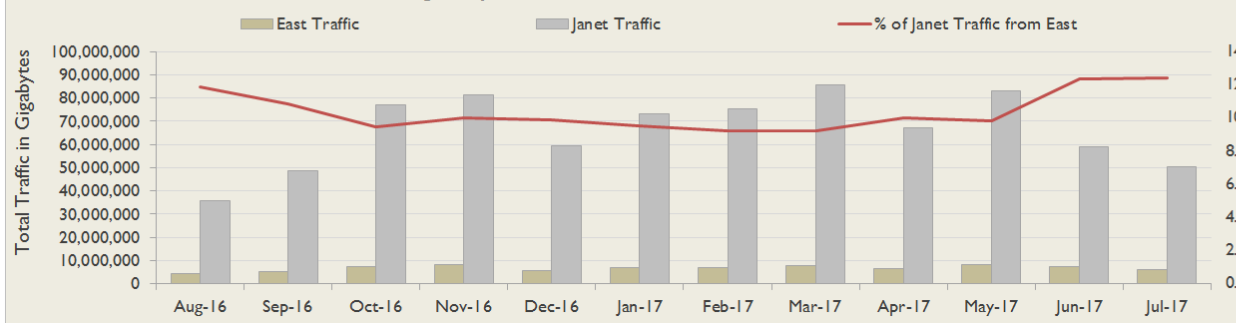| Category	Services with no outage	Services with outage	Services failing SLA
Higher Education	21	1	
Further Education	31	14	
Research	6		1
Other	16	4	

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

Legend: Last 12 months ——, Previous 12 months ······

Percentages show year on year comparison

+ 28% + 24% + 32% + 40% + 22% + 28% + 23% + 19% + 13% + 16% + 23% + 18%

(Line chart: Total Traffic in Gigabytes, Aug to Jul)

East Traffic Against Janet Traffic

Legend: East Traffic, Janet Traffic, % of Janet Traffic from East

(Bar/line chart Aug-16 to Jul-17)

% Utilisation of Available Contractual Bandwidth at 90th Percentile

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

Category	0-25%	25-50%	50-75%	>75%
Higher Education	28			
Further Education	52			
Research	8		2	
Other	21		2	

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 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
Anglia Ruskin University, Cambridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%
Cambridge Regional College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Central Bedfordshire College	97.76%	100%	100%	100%	100%	100%	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	99.03%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%
City College Norwich, via Telehouse West	100%	100%	100%	100%	100%	99.80%	100%	100%	100%	99.87%	100%	100%	99.97%
Colchester Institute, Braintree Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute, Colchester Campus [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute, Colchester Campus [2]	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
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%	100%	100%	100%	100%	100%	100%

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Central Bedfordshire Council	100%	100%	98.53%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%
East of England Broadband Network, Southend on Sea Borough Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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, Grays	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
East of England Broadband Network, Thurrock Council, Tilbury	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.24%	100%	99.77%
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%	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	95.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.65%
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%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 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	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Huntingdonshire Regional College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Imperial War Museum, IWM Duxford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Long Road Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lowestoft College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
Lowestoft Sixth Form College	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.95%
Luton Sixth Form College	100%	100%	98.46%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	<12 Months
Milton Keynes Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Moulton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, British Antarctic Survey	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
NBI Partnership Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College Stamford, Drift Road			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Northamptonshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Hertfordshire College, Hitchin Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.87%**	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%	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%	100%	100%	100%	100%	100%	100%
Peterborough Regional College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Peterborough Regional College, Additional Connection	100%	100%	100%	**99.57%**	100%	**99.74%**	100%	100%	100%	100%	100%	100%	**99.94%**
Prospects College of Advanced Technology							100%	100%	100%	100%	100%	100%	<12 Months
Rothamsted Research Limited, Harpenden	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%
Southend-on-Sea Borough Council, Personal & Community Development	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%
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%	**99.41%**	100%	100%	100%	**99.95%**

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
The College of West Anglia, Wisbech Campus	100%	100%	100%	**99.57%**	100%	99.80%	100%	100%	100%	100%	100%	100%	**99.95%**
The Congregation Of The Daughters Of The Cross Of Liege	100%	**99.90%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
The Open University, Cambridge	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 Sixth Form College, Colchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Buckingham	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%	100%	100%	100%	100%	100%
TWI Ltd	100%	**99.35%**	100%	100%	100%	100%	100%	100%	100%	**99.68%**	100%	100%	**99.92%**
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 Cambridge *	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%	100%	100%	100%	100%	100%
University of Cambridge, William Gates Building			100%	100%	100%	100%	100%	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 *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Colchester Campus	100%	100%	100%	100%	100%	100%	**99.21%**	100%	100%	100%	100%	100%	**99.93%**
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
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%
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%	99.57%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.95%
Workers' Educational Association, Eastern	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writtle University 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
City College Norwich, via Norwich	15/07/2017 09:20	15/07/2017 14:44	00:00	05:24	Customer Scheduled Maintenance	Scheduled power maintenance at site
Hertford Regional College, Broxbourne Campus	17/07/2017 07:08	17/07/2017 07:24	00:00	00:16	Customer Unscheduled Maintenance	Unshecheduled p;ower maintenance at Hertford Regional College, Broxbourne Campus
University of Cambridge, New Museums Site	14/07/2017 08:07	14/07/2017 09:21	00:00	01:14	Customer Line Other	Faulty patch lead
NBI Partnership Limited, John Innes Centre	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Colchester Institute, Colchester Campus [1], via University of Essex	22/07/2017 08:12	22/07/2017 17:04	00:00	08:52	Customer Scheduled Maintenance	Site power maintenance
University of Suffolk Limited, Perry Building, via Ipswich	16/07/2017 09:11	16/07/2017 10:14	00:00	01:03	Customer Environment	Site power cut
The Babraham Institute, via Chelmsford	07/07/2017 08:44	07/07/2017 09:55	00:00	01:11	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
The Babraham Institute, via Chelmsford	27/07/2017 12:56	27/07/2017 13:24	00:00	00:28	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Lowestoft Sixth Form College	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Scheduled Maintenance	
University of Essex, Loughton Campus	09/07/2017 09:25	09/07/2017 10:49	00:00	01:24	Customer Scheduled Maintenance	Customer planned power maintenance
Genome Research Limited, Wellcome Trust Sanger Institute, via Telehouse West	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Hertford Regional College, Ware Campus	24/07/2017 07:11	24/07/2017 07:29	00:00	00:18	Customer Scheduled Maintenance	Site power maintenance
West Suffolk College, Additional Connection, via Telecity Powergate	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Peterborough Regional College, Additional Connection	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Suffolk New College, via Telecity Powergate	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
City College Norwich, via Telehouse West	15/07/2017 09:20	15/07/2017 14:44	00:00	05:24	Customer Scheduled Maintenance	Scheduled power maintenance at site
The College of West Anglia, Wisbech Campus	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled 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	13/07/2017 12:15	13/07/2017 16:50	00:00	04:35	Telco Scheduled Maintenance	Telco scheduled maintenance
Colchester Institute, Colchester Campus [2], via Telecity Powergate	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance