

janet

East Service Report

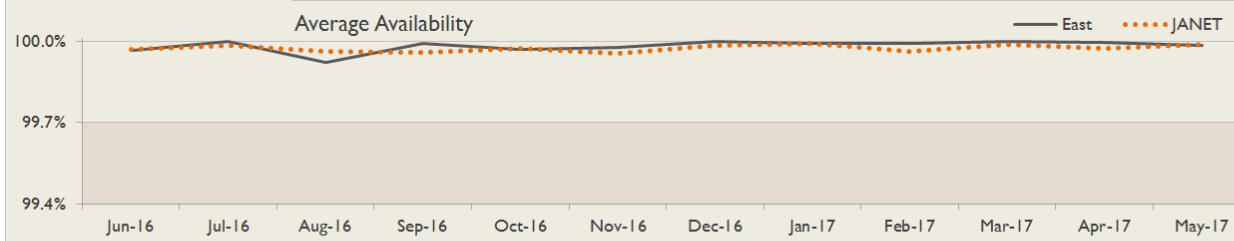
May 2017

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

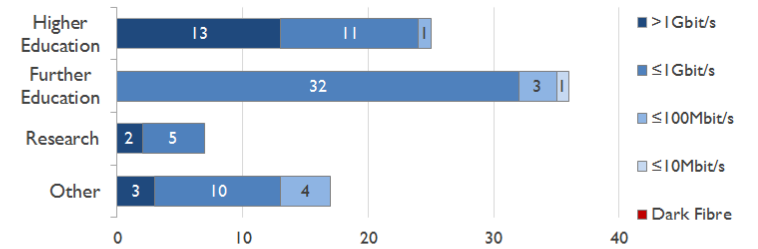
Jisc

Service Reliability

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

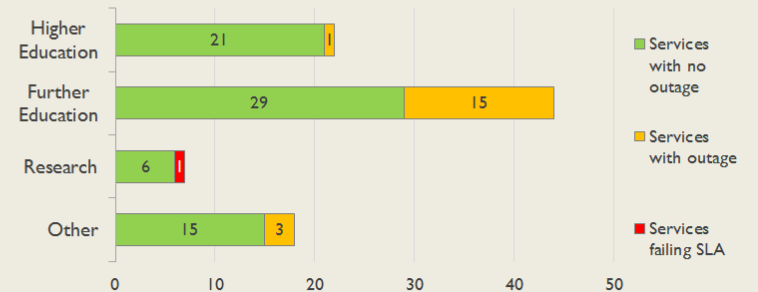


Connections in East by Contractual Bandwidth



Average Availability of All Services in East				Average Availability of All Services in Janet			
May 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	May 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.99%	6	99.98%	92	99.99%	5	99.97%	144
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 16m		0.52		6h 17m		0.47	
Based on 99 faults over the last 24 months				Based on 1029 faults over the last 24 months			

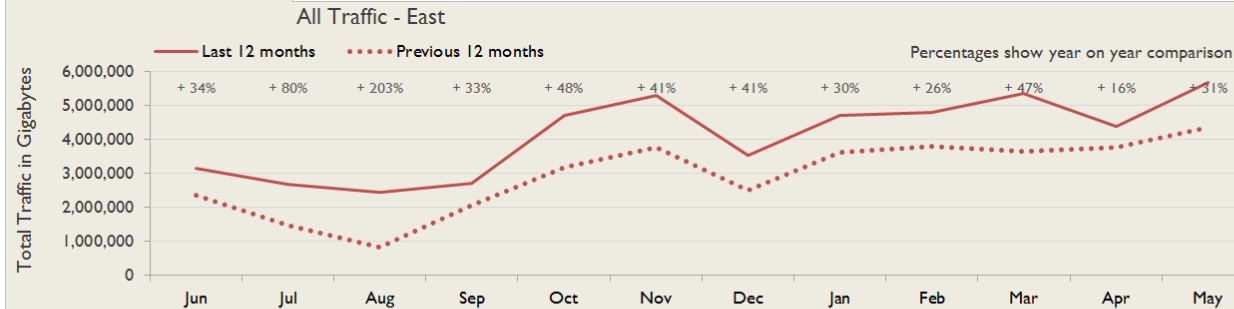
East Service Outages - Last 12 Months



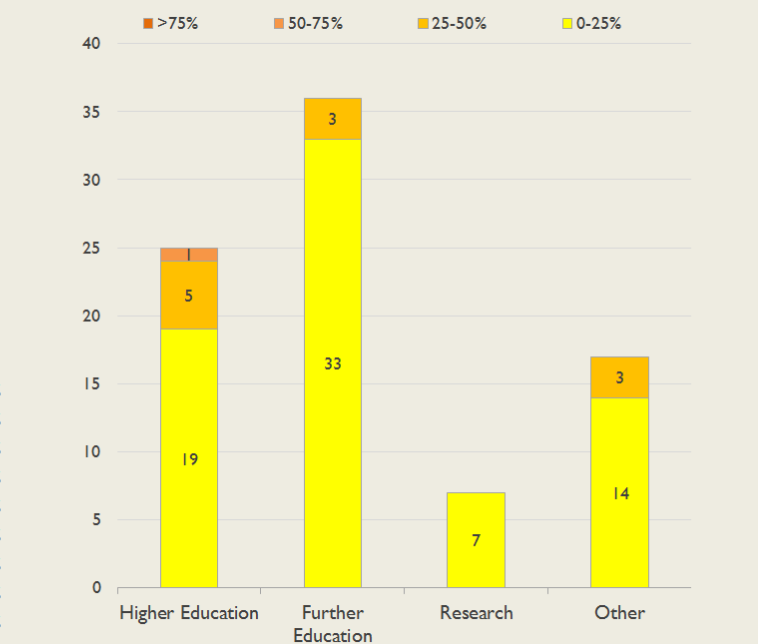
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

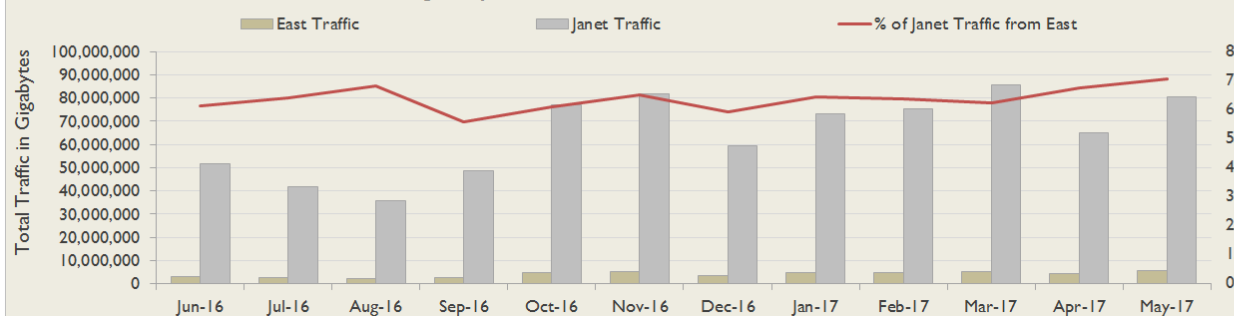
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 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	100%	100%	97.76%	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	100%	100%	99.03%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%
City College Norwich, via Telehouse West	100%	100%	100%	100%	100%	100%	100%	99.80%	100%	100%	100%	99.87%	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%	100%	100%	99.57%	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	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 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%	100%	100%	98.53%	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%	<12 Months
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%	100%	100%	99.87%	99.99%
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%	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	96.85%	100%	95.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.39%
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	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 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%	100%	100%	99.87%	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%	100%	100%	99.87%	99.99%
Lowestoft Sixth Form College	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	99.87%	99.95%
Luton Sixth Form College	100%	100%	100%	100%	98.46%	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%	<12 Months
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NBI Partnership Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability	
New College Stamford, Drift Road					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months	
North Hertfordshire College, Hitchin Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%
North Hertfordshire College, Stevenage Centre	100%	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%	100%
Oaklands College, St Albans Campus	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Oaklands College, Welwyn Garden City Campus	100%	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%	100%
Peterborough City Council, Personal & Community Development	100%	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%	100%
Peterborough Regional College, Additional Connection	100%	100%	100%	100%	100%	99.57%	100%	99.74%	100%	100%	100%	100%	100%	99.94%
Prospects College of Advanced Technology									100%	100%	100%	100%	<12 Months	
Rothamsted Research Limited, Harpenden	100%	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%	100%
Southend-on-Sea Borough Council, Personal & Community Development	100%	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%	100%
Suffolk New College, via Telecity Powergate	100%	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%	100%
The Babraham Institute *	100%	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%	99.41%	100%	99.95%
The College of West Anglia, Wisbech Campus	100%	100%	100%	100%	100%	99.57%	100%	99.80%	100%	100%	100%	100%	100%	99.95%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
The Congregation Of The Daughters Of The Cross Of Liege	100%	100%	100%	99.90%	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%
Thurrock Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TWI Ltd	100%	100%	100%	99.35%	100%	100%	100%	100%	100%	100%	100%	99.68%	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 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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Cambridge, William Gates Building					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%	100%	100%	99.21%	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%
University of Suffolk Limited, Perry Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
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%	100%	100%	99.57%	100%	100%	100%	100%	100%	99.87%	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
Barnfield College	11/05/2017 21:17	11/05/2017 23:11	00:00	01:54	Customer Environment	Local power outage
Colchester Institute, Braintree Campus, via Telehouse West	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Lowestoft College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Peterborough City Council, Personal & Community Development	04/05/2017 17:00	04/05/2017 17:11	00:00	00:11	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Peterborough City Council, Personal & Community Development	23/05/2017 07:01	23/05/2017 07:22	00:00	00:21	Regional Network Scheduled Maintenance	Scheduled router hardware upgrades at Peterborough PoP
Peterborough Regional College	23/05/2017 07:01	23/05/2017 07:22	00:00	00:21	Regional Network Scheduled Maintenance	Scheduled router hardware upgrades at Peterborough PoP
GEANT Limited, Clifton Court	09/05/2017 01:25	09/05/2017 02:10	00:00	00:45	Telco Scheduled Maintenance	Scheduled Software Maintenance
GEANT Limited, Clifton Court	10/05/2017 01:22	10/05/2017 01:36	00:00	00:14	Telco Scheduled Maintenance	Scheduled maintenance
University of Suffolk Limited, Perry Building, via Ipswich	03/05/2017 12:05	03/05/2017 14:30	00:45	01:40	Telco Other	Telco engineers disabled port in error

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of Suffolk Limited, Perry Building, via Ipswich	09/05/2017 01:27	09/05/2017 02:11	00:00	00:44	Telco Scheduled Maintenance	Scheduled Software Maintenance
Hertfordshire County Council	04/05/2017 07:53	04/05/2017 13:21	00:00	05:28	Customer Environment	Site power issues
Hertfordshire County Council	04/05/2017 22:25	05/05/2017 00:18	00:00	01:53	Customer Environment	Power failure
East of England Broadband Network, Cambridgeshire County Council	13/05/2017 07:03	13/05/2017 17:26	00:00	10:23	Customer Scheduled Maintenance	Customer scheduled maintenance
East of England Broadband Network, Cambridgeshire County Council	27/05/2017 07:18	28/05/2017 14:55	00:00	31:37	Customer Scheduled Maintenance	Scheduled customer maintenance
East of England Broadband Network, Thurrock Council, Grays	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
East of England Broadband Network, Thurrock Council, Grays	30/05/2017 10:59	30/05/2017 11:42	00:00	00:43	Customer Equipment	Customer shut off their interface to force failover
The Babraham Institute, via Cambridge	09/05/2017 02:13	09/05/2017 02:27	00:00	00:14	Telco Scheduled Maintenance	Scheduled Software Maintenance
The Babraham Institute, via Cambridge	20/05/2017 17:21	20/05/2017 17:45	00:00	00:24	Customer Scheduled Maintenance	Site switch upgrades
The Babraham Institute, via Chelmsford	09/05/2017 01:27	09/05/2017 02:11	00:00	00:44	Telco Scheduled Maintenance	Scheduled Software Maintenance
Lowestoft Sixth Form College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
North Hertfordshire College, Hitchin Centre, via Telecity Powergate	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Genome Research Limited, Wellcome Trust Sanger Institute, via Telecity Powergate	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Hertford Regional College, Ware Campus	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
West Suffolk College, Additional Connection, via Telecity Powergate	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
City College Norwich, via Telehouse West	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
TWI Ltd	10/05/2017 18:06	11/05/2017 13:22	16:52	02:24	Telco Line	Fibre break
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
East of England Broadband Network, Peterborough City Council - Bayard Place	23/05/2017 07:01	23/05/2017 07:22	00:00	00:21	Regional Network Scheduled Maintenance	Scheduled router hardware upgrades at Peterborough PoP
New College Stamford, Drift Road	23/05/2017 07:01	23/05/2017 07:22	00:00	00:21	Regional Network Scheduled Maintenance	Scheduled router hardware upgrades at Peterborough PoP
University of Cambridge, William Gates Building	23/05/2017 07:01	23/05/2017 07:22	00:00	00:21	Regional Network Scheduled Maintenance	Scheduled router hardware upgrades at Peterborough PoP

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Prospects College of Advanced Technology	12/05/2017 08:20	12/05/2017 08:45	00:00	00:25	Customer Scheduled Maintenance	Scheduled maintenance - Prospects College of Advanced Technology