

janet

East Service Report

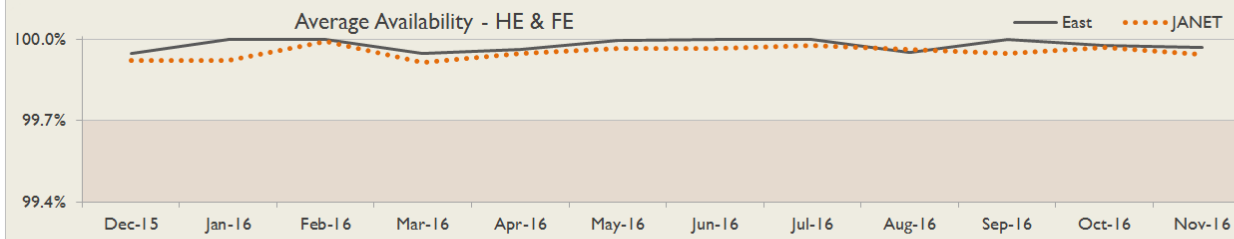
November 2016

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

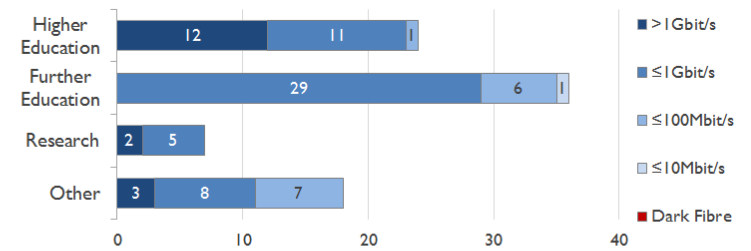
Jisc

Service Reliability

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

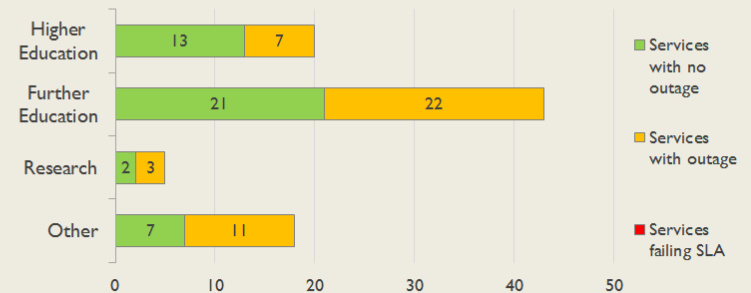


Connections in East by Contractual Bandwidth



Average Availability of HE & FE Services in East				Average Availability of HE & FE Services in Janet			
Nov 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Nov 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	13	99.98%	109	99.95%	24	99.95%	244
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 59m		0.61		5h 58m		0.62	
Based on 84 faults over the last 24 months				Based on 1132 faults over the last 24 months			

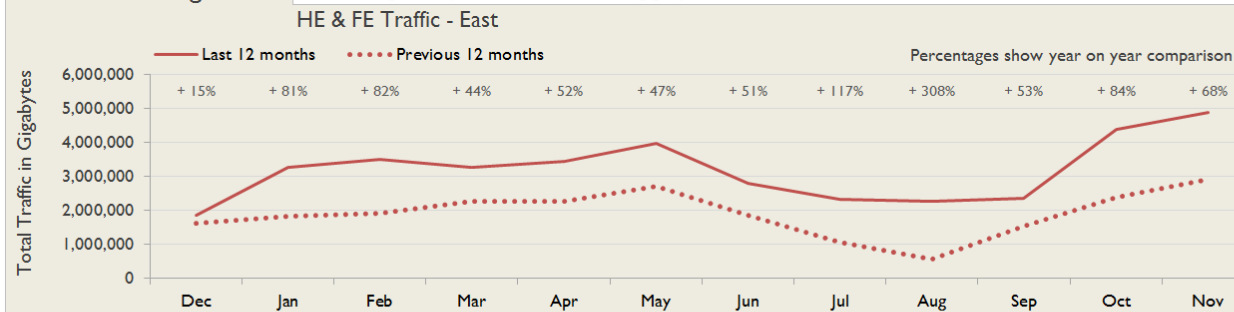
East Service Outages - Last 12 Months



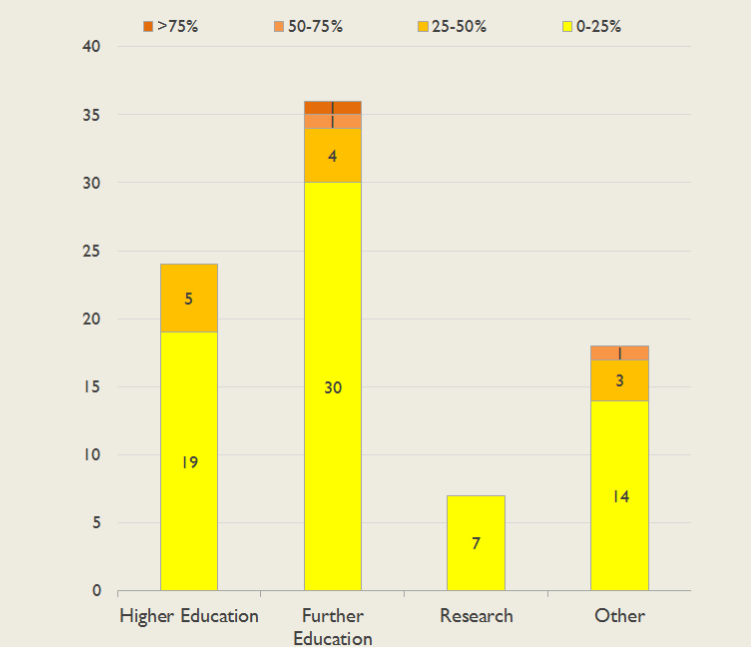
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

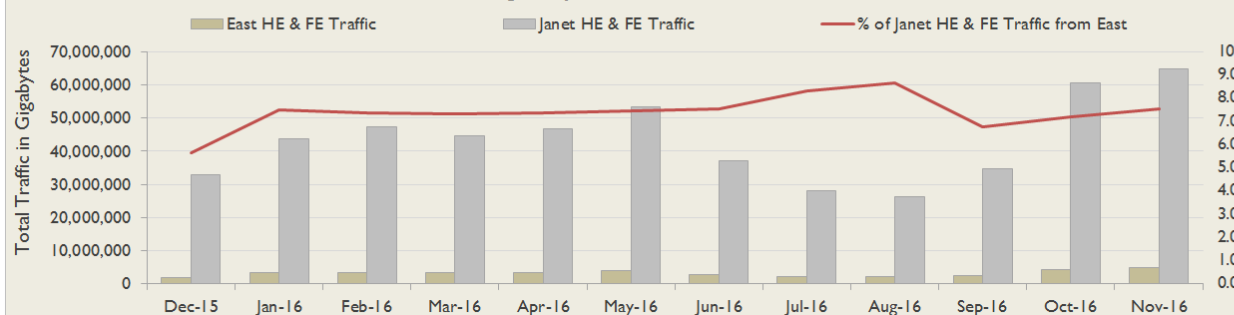
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



East HE & FE Traffic Against Janet HE & FE 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	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 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%	99.97%	99.98%	100%	100%	100%	100%	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%	99.98%	100%	100%	100%	100%	100%	100%	>99.99%
Cambridge Regional College	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Central Bedfordshire College	100%	100%	100%	100%	100%	100%	100%	100%	97.76%	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%	100%	99.69%	100%	100%	100%	100%	99.03%	100%	100%	100%	99.89%
City College Norwich, via Telehouse West	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Colchester Institute Enterprises Limited, Colchester Campus [2]				100%	100%	100%	100%	100%	100%	100%	100%	99.57%	<12 Months
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%

Service	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 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%	100%	99.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Easton and Otley College, Easton Campus	100%	100%	100%	100%	100%	99.98%	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%
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%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Hills Road Sixth Form College	100%	100%	100%	100%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	>99.99%
Huntingdonshire Regional College, California Road Campus	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Huntingdonshire Regional College	100%	100%	100%	98.55%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	99.88%
Long Road Sixth Form College *	96.78%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.73%
Lowestoft College	100%	100%	100%	100%	97.99%	100%	100%	100%	100%	100%	100%	100%	99.83%
Lowestoft Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	99.96%
Luton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.46%	100%	99.87%
Milton Keynes College, Bletchley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes College, Silbury Campus											100%	100%	<12 Months
Milton Keynes College, Chaffron Way Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College Stamford, Drift Road											100%	100%	<12 Months
North Hertfordshire College, Stevenage Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Hertfordshire College, Hitchin Centre	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%

Service	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	12 Month Rolling Availability
Norwich University of the Arts	100%	100%	100%	99.46%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Oaklands College, St Albans Campus	100%	100%	100%	100%	100%	99.86%	99.90%	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 Regional College, Additional Connection	100%	100%	100%	99.90%	99.77%	100%	100%	100%	100%	100%	100%	99.57%	99.94%
Peterborough Regional College	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	100%	100%	>99.99%
SEEVIC College	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 College of West Anglia, Wisbech Campus	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	99.57%	99.96%
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%	99.90%	100%	100%	>99.99%
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%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	>99.99%
The Sixth Form College, Colchester	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 Bedfordshire, Bedford Campus			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
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%

Service	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	12 Month Rolling Availability
University of Cambridge, Cambridge University Press	100%	100%	100%	100%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	>99.99%
University of Cambridge, William Gates Building											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%	100%	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Essex, Southend Campus, University Square	100%	100%	100%	99.64%	100%	99.97%	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, Watford Campus	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%	<12 Months
West Suffolk College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	99.96%
Workers' Educational Association, Eastern	100%	100%	100%	100%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	>99.99%
Writtle University College	100%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	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
Cranfield University, via Telehouse North	22/11/2016 07:00	22/11/2016 07:20	00:00	00:20	Regional Maintenance	Scheduled router maintenance at Telehouse North London
Lowestoft College	22/11/2016 07:00	22/11/2016 07:20	00:00	00:20	Regional Maintenance	Scheduled router maintenance at Telehouse North London
The College of West Anglia, King's Lynn Campus	29/11/2016 07:00	29/11/2016 07:15	00:00	00:15	Regional Maintenance	Scheduled maintenance
University of East Anglia, Norwich Campus, via Telehouse West	24/11/2016 13:17	24/11/2016 14:16	00:00	00:59	Customer Maintenance	Failover test
Lowestoft Sixth Form College	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
University of Essex, Social Science Research Centre Building	09/11/2016 13:37	09/11/2016 13:51	00:00	00:14	Customer Environment	Power supply failure
West Suffolk College, Additional Connection, via Telety Powergate	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Peterborough Regional College, Additional Connection	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
University of Essex, Southend Campus, University Square	22/11/2016 07:00	22/11/2016 07:20	00:00	00:20	Regional Maintenance	Scheduled router maintenance at Telehouse North London
The College of West Anglia, Wisbech Campus	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Colchester Institute Enterprises Limited, Colchester Campus [2], via Telety Powergate	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
West Herts College, Dacorum Campus	24/11/2016 04:17	24/11/2016 05:54	00:00	01:37	Customer Environment	Local power outage