janet
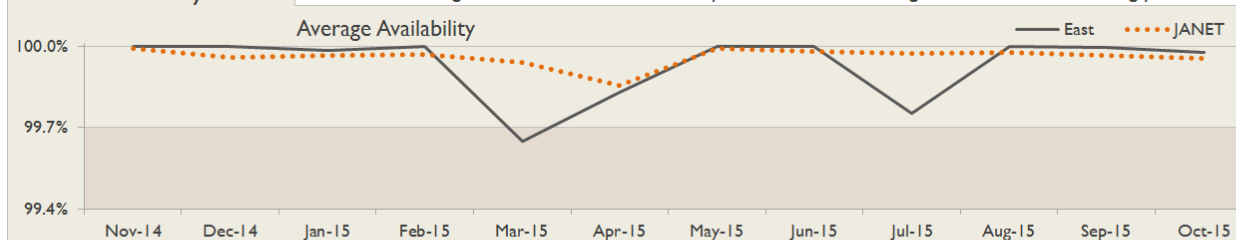
East Service Report

October 2015

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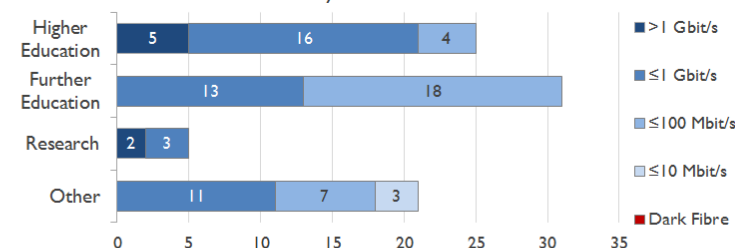
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period
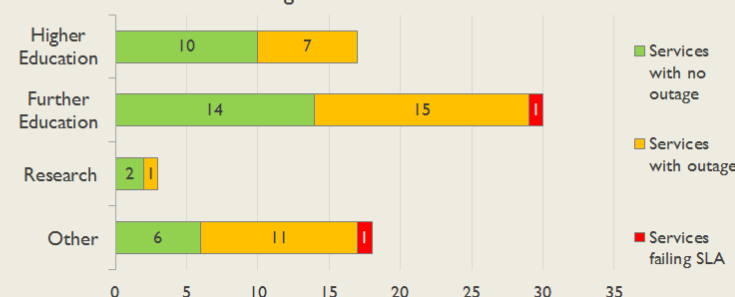
Average Availability

East ...... JANET

(chart: y-axis 100.0%, 99.7%, 99.4%; x-axis Nov-14 Dec-14 Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15)

Connections in East by Bandwidth

Higher Education	5	16	4
Further Education	13	18
Research	2	3
Other	11	7	3

(x-axis 0 5 10 15 20 25 30 35)

Legend: >1 Gbit/s, ≤1 Gbit/s, ≤100 Mbit/s, ≤10 Mbit/s, Dark Fibre

Average Availability of All Services in East				Average Availability of All Services in Janet			
Oct 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Oct 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.98%	10	99.93%	355	99.96%	19	99.96%	209
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 36m		1.04		5h 28m		0.67	
Based on 150 faults over the last 24 months				Based on 1385 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

Higher Education	10	7
Further Education	14	15	1
Research	2	1
Other	6	11	1

(x-axis 0 5 10 15 20 25 30 35)

Legend: Services with no outage, Services with outage, Services failing SLA
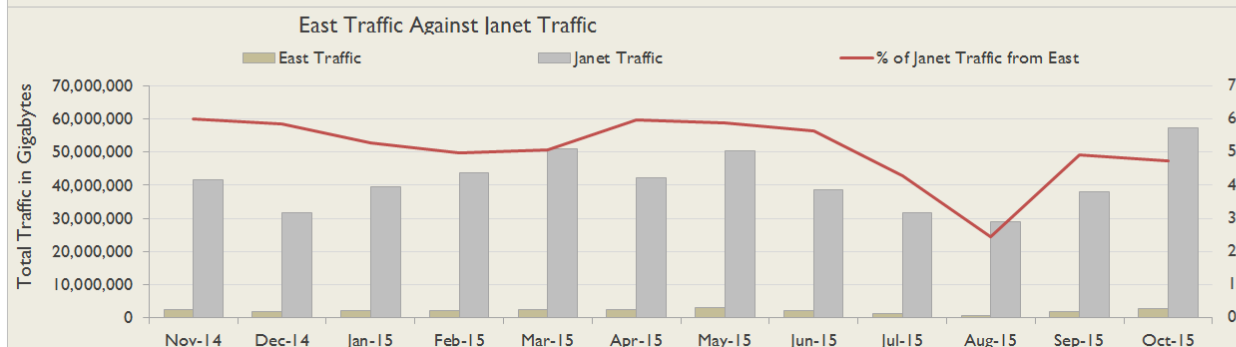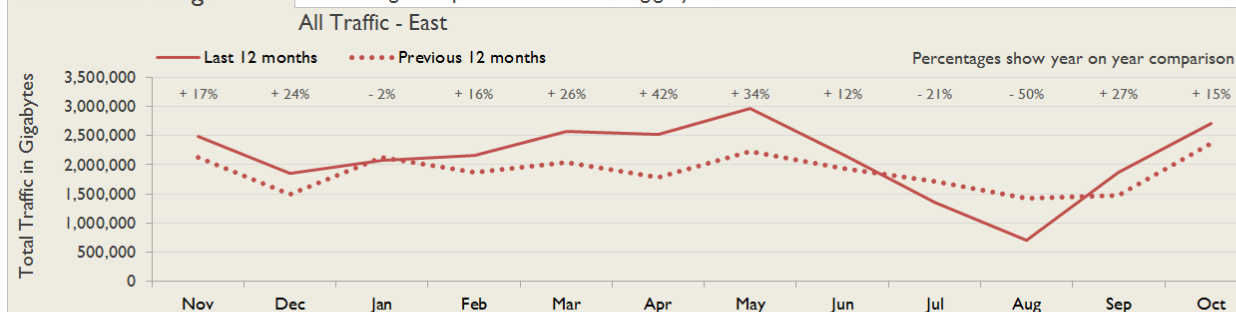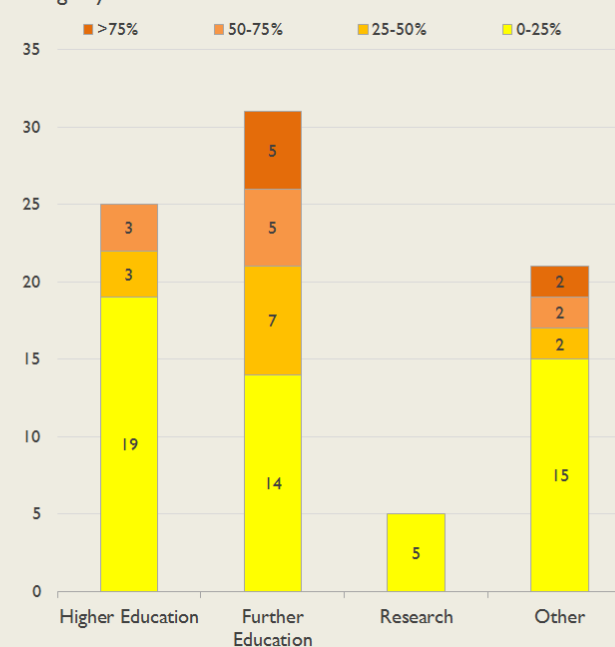
Connection Usage

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

Last 12 months ...... Previous 12 months   Percentages show year on year comparison

+ 17% + 24% - 2% + 16% + 26% + 42% + 34% + 12% - 21% - 50% + 27% + 15%

(y-axis Total Traffic in Gigabytes: 0 to 3,500,000; x-axis Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct)

East Traffic Against Janet Traffic

East Traffic   Janet Traffic   % of Janet Traffic from East

(y-axis Total Traffic in Gigabytes 0 to 70,000,000; secondary axis 0.0% to 7.0%; x-axis Nov-14 Dec-14 Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15)

Usage by Connection - % of Available Bandwidth at 90th Percentile

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

Higher Education	Further Education	Research	Other
3 (>75)	5 (>75)		2 (>75)
3 (50-75)	5 (50-75)		2 (50-75)
3 (25-50)	7 (25-50)		2 (25-50)
19 (0-25)	14 (0-25)	5 (0-25)	15 (0-25)

(y-axis 0 to 35)

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	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	12 Month Rolling Availability
Anglia Ruskin University, University Centre Peterborough	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Anglia Ruskin University, Peterborough Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Anglia Ruskin University, Chelmsford Campus	100%	100%	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	99.82%
Anglia Ruskin University, Cambridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	99.89%
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%	<12 Months
Cambridge Regional College	100%	100%	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	99.89%
Central Bedfordshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chelmsford College	100%	100%	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	99.82%
City College Norwich, via Norwich	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute Enterprises Limited, Sheepen Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute Enterprises Limited, The College at Braintree*	100%	100%	100%	100%	97.93%	100%	100%	100%	100%	100%	100%	100%	99.83%
Cranfield University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	12 Month Rolling Availability
East Norfolk Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%
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, Thurrock Council, Grays	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%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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, Norfolk County 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%	98.69%	100%	100%	100%	99.89%
East of England Broadband Network, Southend on Sea Borough Council	100%	100%	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	99.82%
East of England Broadband Network, Thurrock Council	100%	100%	100%	100%	100%	96.28%	100%	100%	100%	100%	100%	100%	99.69%
East of England Broadband Network, Peterborough City Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.47%	99.96%
East of England Broadband Network, Suffolk County Council	100%	100%	100%	100%	100%	97.27%	100%	100%	100%	100%	100%	100%	99.77%
Easton and Otley College, Otley Campus	100%	100%	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	99.89%
Easton and Otley College, Easton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Essex County Council, Personal & Community Development	100%	100%	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	99.82%
GEANT Limited*	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%

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	12 Month Rolling Availability
Harlow College	100%	100%	98.97%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	99.73%
Hertfordshire County Council	100%	100%	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	99.82%
Hills Road Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	99.89%
Huntingdonshire Regional College	100%	100%	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	99.89%
Imperial War Museum, IWM Duxford	100%	100%	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	99.89%
Long Road Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	99.51%	100%	100%	100%	99.96%
Lowestoft Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%
Luton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes College, Bletchley Park 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 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%	98.69%	100%	100%	100%	99.89%
NBI Partnership Limited*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Hertfordshire College, Stevenage Centre	100%	100%	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	99.89%
Norwich University of the Arts	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oaklands College*	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%	99.13%	99.93%
Peterborough Regional College	100%	100%	100%	100%	100%	96.35%	100%	100%	100%	100%	100%	100%	99.70%
SEEVIC College	100%	100%	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	99.82%

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	12 Month Rolling Availability
South Essex College of Further and Higher Education	100%	100%	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	99.82%
Suffolk New College, via Wherstead	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 Congregation Of The Daughters Of The Cross Of Liege	100%	100%	100%	100%	100%	99.91%	100%	100%	100%	100%	100%	100%	>99.99%
The Open University, Cambridge	100%	100%	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	99.89%
The Sixth Form College, Colchester	100%	100%	100%	100%	100%	99.03%	100%	100%	100%	100%	100%	100%	99.92%
TWI Ltd										100%	100%	100%	<12 Months
University Campus Suffolk Ltd*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bedfordshire*	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%	<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%
University of Cambridge, Cambridge University Press	100%	100%	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	99.89%
University of East Anglia, Norwich Campus*	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%	<12 Months
University of Essex, Southend Campus, Gateway Building	100%	100%	100%	100%	97.93%	99.91%	100%	100%	100%	100%	100%	100%	99.82%
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%	97.93%	99.91%	100%	100%	100%	100%	99.77%	100%	99.80%
West Herts College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College	100%	100%	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	99.89%
Workers' Educational Association, Eastern	100%	100%	100%	100%	100%	100%	100%	100%	98.69%	100%	100%	100%	99.89%

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	12 Month Rolling Availability
Writtle Agricultural College Higher Education Corporation	100%	100%	100%	100%	**97.93%**	**99.91%**	100%	100%	100%	100%	100%	100%	**99.82%**

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
University of Bedfordshire, Bedford Campus	03/10/2015 08:42	03/10/2015 12:17	00:00	03:35	Customer Scheduled Maintenance	Site maintenance
East Norfolk Sixth Form College	05/10/2015 10:53	05/10/2015 11:52	00:00	00:59	Regional Other	DDOS attack affecting Great Yarmouth College PoP
Great Yarmouth College	05/10/2015 10:53	05/10/2015 11:52	00:00	00:59	Denial of Service	DDOS attack affecting Great Yarmouth College
Lowestoft Sixth Form College	05/10/2015 10:53	05/10/2015 11:52	00:00	00:59	Regional Other	DDOS attack affecting Great Yarmouth College PoP
Easton and Otley College, Easton Campus	06/10/2015 11:51	06/10/2015 12:38	00:00	00:47	Customer Environment	Power failure
University of Bedfordshire, Luton Campus	07/10/2015 17:57	07/10/2015 18:28	00:00	00:31	Customer Unscheduled Maintenance	Unscheduled Site maintenance
GEANT Limited, City House via Cambridge	08/10/2015 18:39	08/10/2015 18:53	00:00	00:14	Customer Unscheduled Maintenance	Unscheduled customer maintenance
GEANT Limited, City House via Telehouse North	08/10/2015 18:39	08/10/2015 18:53	00:00	00:14	Customer Unscheduled Maintenance	Unscheduled customer maintenance
East of England Broadband Network, Luton Borough Council	17/10/2015 08:34	17/10/2015 08:49	00:00	00:15	Customer Environment	Power issues affecting Luton Borough Council
East of England Broadband Network, Peterborough City Council	19/10/2015 07:25	19/10/2015 11:22	00:00	03:57	Telco Other	Power failure at Updata exchange

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
NBI Partnership Limited, John Innes Centre	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
University of East Anglia, Norwich Campus, via Lowdham	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Cambridge Regional College	24/10/2015 06:24	24/10/2015 07:51	00:00	01:27	Customer Scheduled Maintenance	Scheduled maintenance affecting at Cambridge Regional College
NBI Partnership Limited, Data Centre	24/10/2015 08:50	24/10/2015 14:30	00:00	05:40	Telco Scheduled Maintenance	Emergency maintenance
University of East Anglia, Norwich Campus, via Telehouse West	24/10/2015 08:50	24/10/2015 14:30	00:00	05:40	Telco Scheduled Maintenance	Emergency maintenance
Long Road Sixth Form College	23/10/2015 16:07	26/10/2015 12:18	00:00	68:11	Customer Scheduled Maintenance	Power maintenance
Peterborough City Council, Personal & Community Development	24/10/2015 08:00	26/10/2015 14:44	00:17	06:27	Telco Equipment	Power maintenance but connectivity failed to restore after completion