

janet

East Service Report

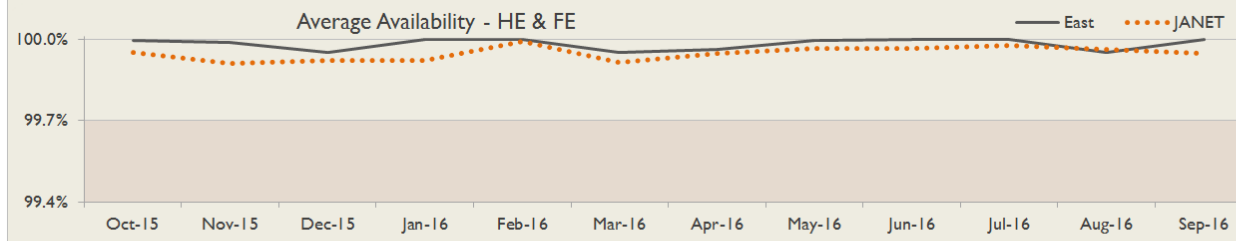
September 2016

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

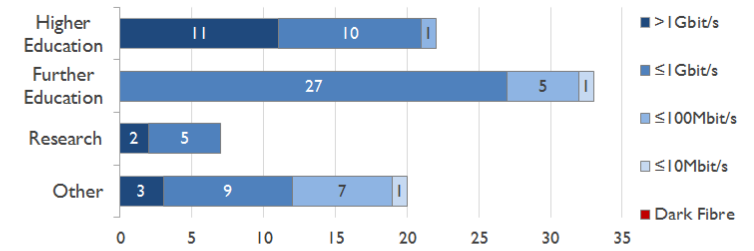
Jisc

Service Reliability

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

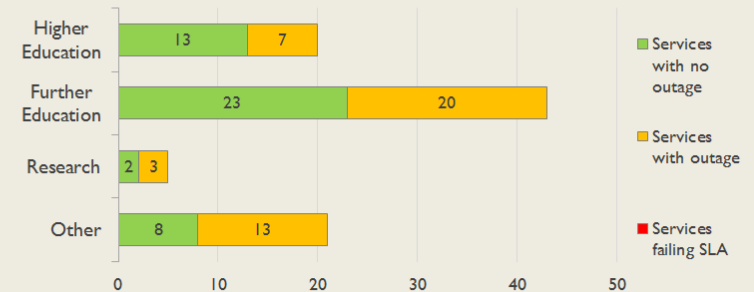


Connections in East by Contractual Bandwidth



Average Availability of HE & FE Services in East				Average Availability of HE & FE Services in Janet			
Sep 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Sep 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	1	99.98%	92	99.95%	22	99.95%	264
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 34m		0.67		5h 39m		0.67	
Based on 89 faults over the last 24 months				Based on 1199 faults over the last 24 months			

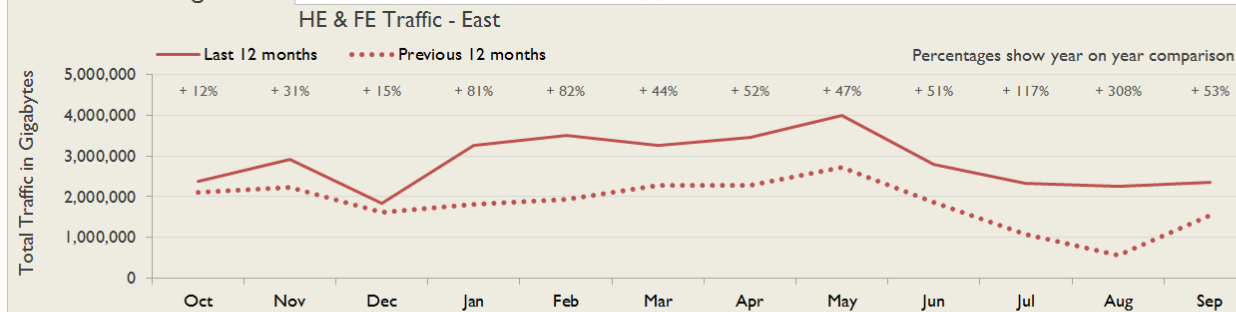
East Service Outages - Last 12 Months



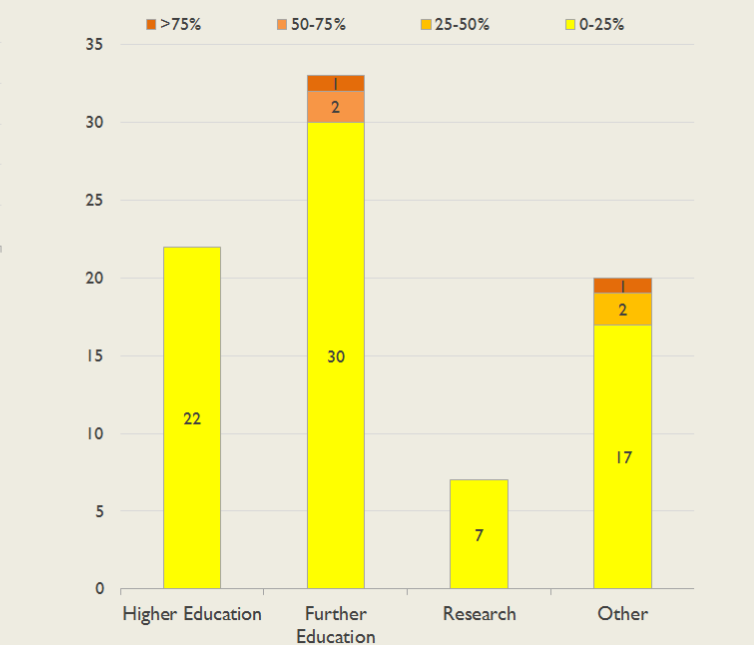
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

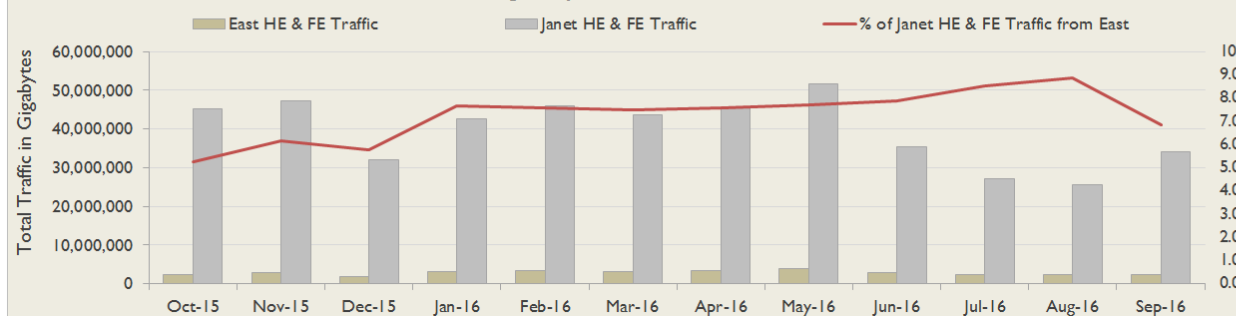
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 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%	99.97%	99.98%	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%	100%	100%	99.98%	100%	100%	100%	100%	>99.99%
Cambridge Regional College	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	>99.99%
Central Bedfordshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.76%	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%	100%	100%	99.69%	100%	100%	100%	100%	99.03%	100%	99.89%
City College Norwich, via Telehouse West	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	100%	>99.99%
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%	100%	100%	<12 Months

Service	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 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	99.87%	100%	100%	100%	100%	99.69%	100%	100%	100%	100%	100%	100%	99.96%
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%	99.98%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
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%	99.94%	100%	100%	100%	100%	100%	100%	>99.99%
Hills Road Sixth Form College	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	100%	100%	>99.99%
Huntingdonshire Regional College	100%	100%	100%	100%	100%	98.55%	99.97%	99.98%	100%	100%	100%	100%	99.88%
Huntingdonshire Regional College, California Road Campus	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	>99.99%
Long Road Sixth Form College *	100%	100%	96.78%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.73%
Lowestoft College	99.87%	100%	100%	100%	100%	100%	97.99%	100%	100%	100%	100%	100%	99.82%
Lowestoft Sixth Form College	99.87%	100%	100%	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%
Milton Keynes College, Bletchley Campus	100%	100%	100%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
Milton Keynes College, Bletchley Campus	100%	100%	100%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
Milton Keynes College, Chaffron Way Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Hertfordshire College, Hitchin Centre	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	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%	99.46%	100%	100%	100%	100%	100%	100%	99.96%

Service	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	12 Month Rolling Availability
Oaklands College, St Albans Campus	100%	100%	100%	100%	100%	100%	100%	99.86%	99.90%	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%	100%	100%	99.90%	99.77%	100%	100%	100%	100%	100%	99.97%
Peterborough Regional College	100%	100%	100%	100%	100%	100%	100%	99.98%	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 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 College of West Anglia, Wisbech Campus	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	100%	>99.99%
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%	99.90%	>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%	100%	100%	99.97%	99.98%	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, Bedford Campus					100%	100%	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%	99.97%	99.98%	100%	100%	100%	100%	>99.99%

Service	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	12 Month Rolling Availability
University of Cambridge *	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
University of Cambridge *	100%	>99.99%	>99.99%	>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%	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, Southend Campus, Gateway Building	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	100%	100%	100%	>99.99%
University of Essex, Southend Campus, University Square	100%	100%	100%	100%	100%	99.64%	100%	99.97%	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, Dacorum Campus						100%	100%	100%	100%	100%	100%	100%	<12 Months
West Herts College, Watford Campus	100%	99.33%	100%	100%	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%

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 Buckingham	15/09/2016 18:33	15/09/2016 18:46	00:00	00:13	Customer Maintenance	Customer scheduled maintenance
Anglia Ruskin University, Cambridge Campus	20/09/2016 07:01	20/09/2016 07:31	00:00	00:30	Regional Maintenance	Emergency maintenance
Cambridge Regional College	20/09/2016 07:01	20/09/2016 07:31	00:00	00:30	Regional Maintenance	Emergency maintenance
Hills Road Sixth Form College	20/09/2016 07:01	20/09/2016 07:31	00:00	00:30	Regional Maintenance	Emergency maintenance
Hills Road Sixth Form College	27/09/2016 16:36	28/09/2016 08:07	00:00	15:31	Customer Environment	Power failure
Huntingdonshire Regional College, via Cambridge	20/09/2016 07:01	20/09/2016 07:31	00:00	00:30	Regional Maintenance	Emergency maintenance
Long Road Sixth Form College	20/09/2016 07:01	20/09/2016 07:31	00:00	00:30	Regional Maintenance	Emergency maintenance
Long Road Sixth Form College, Link 2	20/09/2016 07:19	20/09/2016 07:45	00:00	00:26	Regional Maintenance	Emergency maintenance
Paston Sixth Form College	14/09/2016 04:32	14/09/2016 08:39	00:00	04:07	Customer Environment	Power cut to site
Paston Sixth Form College	16/09/2016 18:25	19/09/2016 06:47	00:00	60:22	Customer Environment	Wide area power failure
Paston Sixth Form College	20/09/2016 01:42	20/09/2016 02:58	00:00	01:16	Customer Environment	Wide area power outage

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Paston Sixth Form College	20/09/2016 03:15	20/09/2016 07:04	00:00	03:49	Customer Environment	Wide area power outage
Peterborough Regional College	26/09/2016 13:19	26/09/2016 13:59	00:00	00:40	Denial of Service	Denial of service
University of Cambridge, University Computing Services	20/09/2016 07:19	20/09/2016 07:45	00:00	00:26	Regional Maintenance	Emergency maintenance
University of Cambridge, University Computing Services	20/09/2016 07:19	20/09/2016 07:45	00:00	00:26	Regional Maintenance	Emergency maintenance
University of Cambridge, New Museums Site	20/09/2016 07:01	20/09/2016 07:31	00:00	00:30	Regional Maintenance	Emergency maintenance
University of East Anglia, Norwich Campus, via Telehouse West	13/09/2016 07:28	13/09/2016 07:40	00:00	00:12	Regional Maintenance	Scheduled maintenance
The Congregation Of The Daughters Of The Cross Of Liege	22/09/2016 01:59	22/09/2016 15:35	00:00	13:36	Unknown	Unknown cause of loss of connectivity
The Congregation Of The Daughters Of The Cross Of Liege	22/09/2016 23:08	22/09/2016 23:34	00:00	00:26	Unknown	Unknown cause of loss of connectivity
The Congregation Of The Daughters Of The Cross Of Liege	23/09/2016 10:26	23/09/2016 11:10	00:00	00:44	Telco Line Copper	Engineers discovered waterlogged cable near to exchange
University of Cambridge, Cambridge University Press	20/09/2016 07:01	20/09/2016 07:31	00:00	00:30	Regional Maintenance	Emergency maintenance
The Open University, Cambridge	20/09/2016 07:01	20/09/2016 07:31	00:00	00:30	Regional Maintenance	Emergency maintenance
Brunel University London, National Structural Integrity Research Centre	20/09/2016 07:01	20/09/2016 07:31	00:00	00:30	Regional Maintenance	Emergency maintenance