

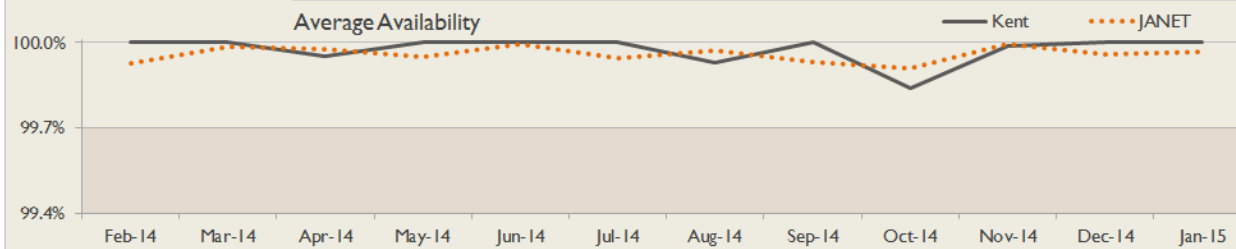
janet

Kent Service Report

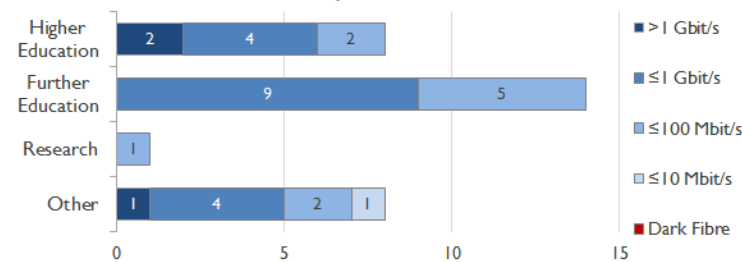
January 2015

Service Reliability

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

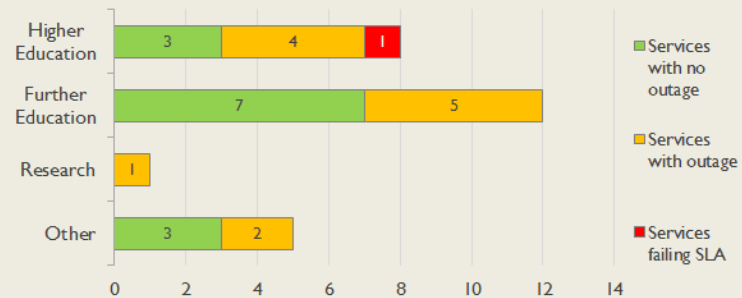


Connections in Kent by Bandwidth



Average Availability of All Services in Kent				Average Availability of All Services in Janet			
Jan 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jan 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.98%	128	99.97%	15	99.96%	216
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 58m		0.34		6h 02m		0.62	
Based on 19 faults over the last 24 months				Based on 1232 faults over the last 24 months			

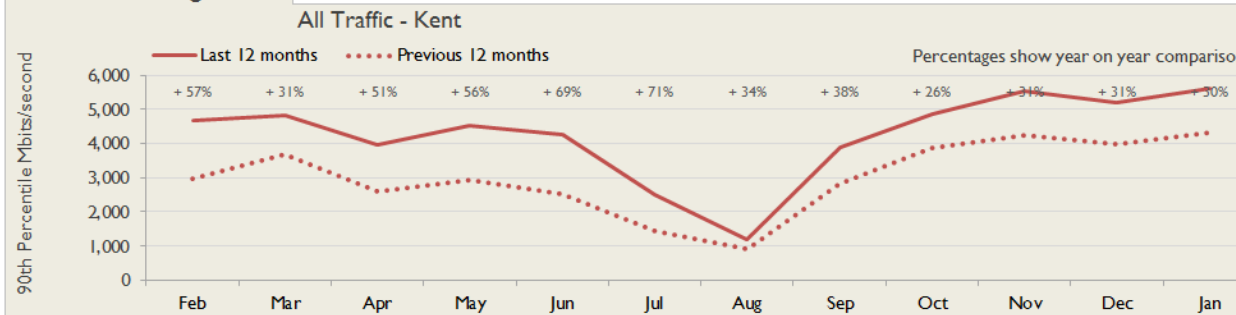
Kent Service Outages - Last 12 Months



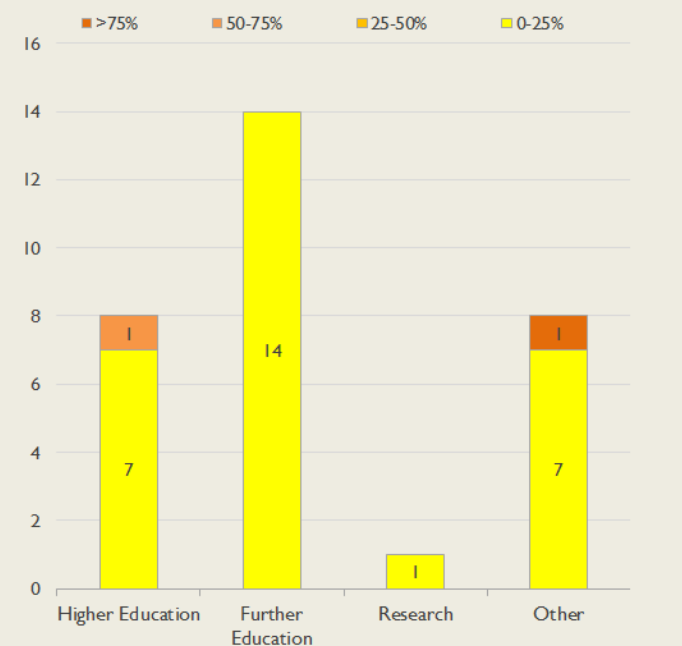
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

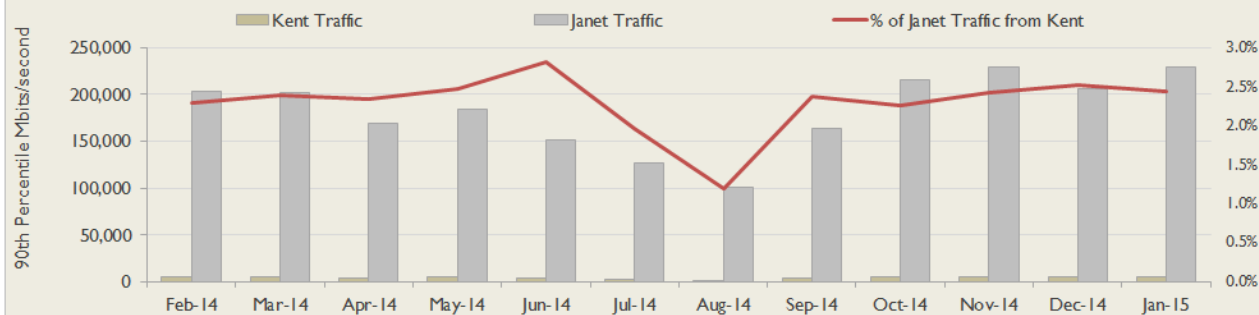
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



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



Kent 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	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
Canterbury Christ Church University, Broadstairs Campus	100%	100%	100%	100%	100%	100%	99.63%	100%	100%	100%	100%	100%	99.97%
Canterbury Christ Church University, Tunbridge Wells	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	99.98%
Canterbury Christ Church University, Canterbury Campus	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	99.98%
Canterbury College, Swale Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Canterbury College, Canterbury Campus	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	99.98%
East Kent College, Broadstairs Campus						100%	100%	100%	100%	100%	100%	100%	<12 Months
East Kent College, Folkestone Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Malling Research	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	99.98%
Hadlow College, Greenwich Campus	100%	100%	98.62%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
Hadlow College, Hadlow Campus	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	99.98%
Hadlow College, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hadlow College, Mottingham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hilderstone College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
ifs University College, Kent Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kent County Council*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medway Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.74%	100%	100%	99.98%
MidKent College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North West Kent College of Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal London Society for the Blind, Dorton College of Further Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
University for the Creative Arts, Rochester Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	95.66%	100%	100%	100%	99.64%
University of Greenwich, The Universities at Medway	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Kent, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Kent, Tonbridge Campus	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	99.98%
West Kent and Ashford College, Dover Campus	100%	100%	100%	100%	100%	100%	100%				100%	100%	<12 Months
West Kent and Ashford College, Ashford Campus	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	99.98%
West Kent and Ashford College, Tonbridge Campus	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	99.98%
Workers' Educational Association, Southern	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%	100%	100%	>99.99%

Connection outages this month

Maintenance outages are included in this table - only unscheduled maintenance is counted against availability.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
No outages						