janet

Kent Service Report

January 2017
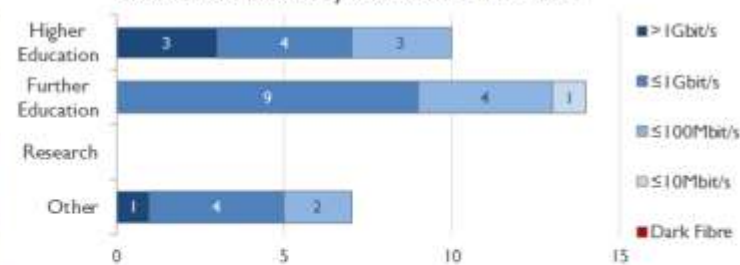

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Service Reliability

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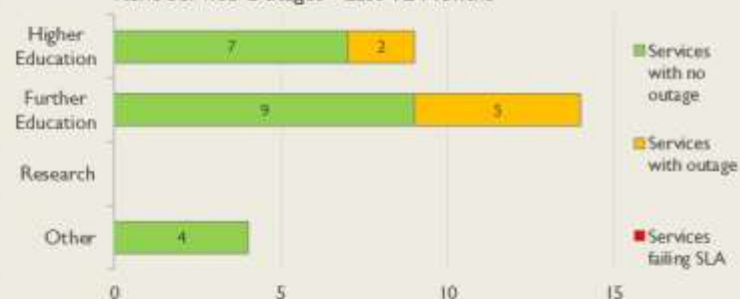
Average Availability

Connections in Kent by Contractual Bandwidth

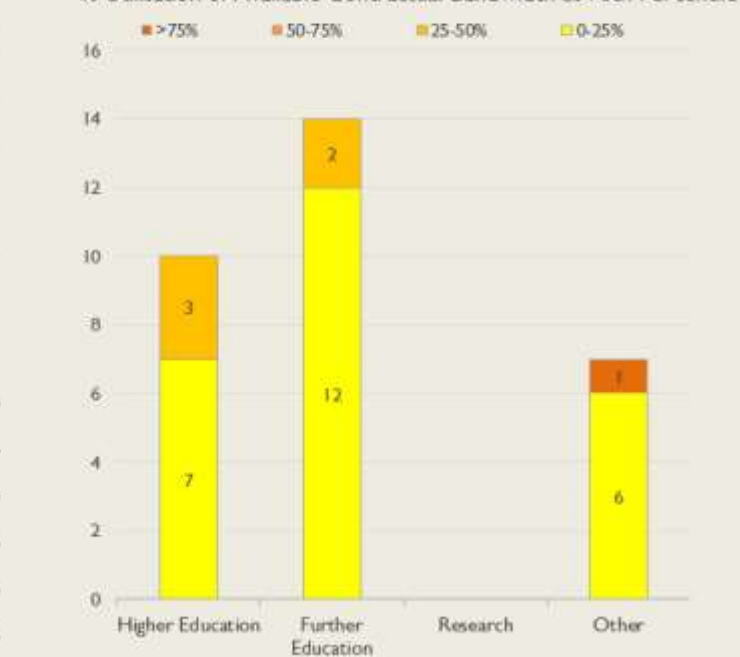|	Average Availability of All Services in Kent				Average Availability of All Services in Janet			
	Jan 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jan 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
	99.97%	13	>99.99%	37	99.99%	5	99.97%	182
	Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
	2h 34m		0.31		5h 57m		0.60	
	Based on 19 faults over the last 24 months				Based on 1327 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 gigabytes, of the volume of data carried in both directions in the month, for all links being charted

All Traffic - Kent

Percentages show year on year comparison

Kent Traffic Against Janet Traffic

% Utilisation of Available Contractual Bandwidth at 90th Percentile

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 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
Canterbury Christ Church University, Broadstairs Campus	100%	100%	100%	99.85%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
Canterbury Christ Church University, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Canterbury Christ Church University, Tunbridge Wells	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Canterbury College, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Canterbury College, Sheppy Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Kent College, Broadstairs Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Kent College, Dover Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Kent College, Folkestone Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hadlow College, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.85%	100%	100%	99.99%
Hadlow College, Greenwich Campus	100%	100%	100%	100%	100%	99.95%	100%	100%	100%	100%	100%	100%	>99.99%
Hadlow College, Hadlow Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hadlow College, Mottingham Campus	100%	100%	100%	100%	100%	99.95%	100%	100%	100%	100%	100%	99.09%	99.92%
Hilderstone College	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%	100%	100%	100%	100%
MidKent College, Maidstone Campus								100%	99.76%	100%	100%	100%	<12 Months
MidKent College, Ormskirk	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
National Institute of Agricultural Botany	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Kent College, Dartford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Kent College, Gravesend Campus												100%	<12 Months
The London Institute of Banking & Finance, Kent Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.85%	100%	100%	99.99%
University for the Creative Arts, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Rochester Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Greenwich, The Universities at Medway	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
University of Kent, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Kent, CCCU Rochester House		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Kent, Tonbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of London, Maidstone Studios						100%	100%	100%	99.76%	100%	100%	100%	<12 Months
West Kent and Ashford College, Ashford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%	100%	>99.99%
West Kent and Ashford College, Tonbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Southern	100%	100%	100%	100%	100%	99.63%	100%	100%	100%	100%	100%	100%	99.97%

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 Kent, Canterbury Campus	05/01/2017 07:17	05/01/2017 11:41	00:00	04:24	Customer Maintenance	Scheduled customer maintenance
Hadlow College, Mottingham Campus	02/01/2017 06:27	02/01/2017 09:14	00:00	02:47	Customer Environment	Power issues at Hadlow College
Hadlow College, Mottingham Campus	18/01/2017 14:19	18/01/2017 15:01	00:00	00:42	Customer Environment	Local power outage
Hadlow College, Mottingham Campus	25/01/2017 03:03	25/01/2017 09:49	00:00	06:46	Telco Maintenance	Telco maintenance we were not made aware of
Hadlow College, Mottingham Campus	25/01/2017 16:35	25/01/2017 16:45	00:00	00:10	Customer Maintenance	Site power maintenance
Hadlow College, Mottingham Campus	25/01/2017 18:17	25/01/2017 18:37	00:00	00:20	Customer Maintenance	Site power maintenance
Hadlow College, Mottingham Campus	25/01/2017 19:23	25/01/2017 19:55	00:00	00:32	Customer Maintenance	Site power maintenance
Hadlow College, Mottingham Campus	30/01/2017 19:36	30/01/2017 21:27	00:00	01:51	Customer Maintenance	Site power maintenance
Canterbury Christ Church University, Broadstairs Campus	04/01/2017 09:17	04/01/2017 10:09	00:00	00:52	Unknown	Unknown
University for the Creative Arts, Rochester Campus	07/01/2017 12:03	07/01/2017 16:51	00:00	04:48	Customer Environment	Area power cut

Link Utilisation of Contractual Bandwidth

The table shows utilisation at the 90th percentile, i.e. for 90% of the samples within the period the traffic was at or below the level shown and for 10% of the samples traffic was above the level shown. The figure therefore gives a reasonable indication of the loading of the connection during the busiest periods. The measurements are shown as a percentage of the available contractual bandwidth, and only the highest of the to/from readings for the month is used.

Connection	Current Bandwidth	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
Canterbury Christ Church University, Canterbury Campus	1Gbit/s	36%	34%	34%	28%	23%	21%	18%	30%	41%	49%	26%	45%
Canterbury Christ Church University, Tunbridge Wells	100Mbit/s	5%	5%	6%	5%	5%	5%	3%	7%	7%	6%	5%	6%
Canterbury College, Canterbury Campus	1Gbit/s	24%	27%	24%	28%	22%	7%	4%	15%	21%	27%	18%	26%
Canterbury College, Sheppy Campus	100Mbit/s	15%	14%	10%	12%	8%	1%	1%	12%	13%	19%	10%	19%
East Kent College, Broadstairs Campus	1Gbit/s	2%	2%	2%	2%	2%	1%	<0.5%	2%	2%	3%	2%	4%
East Kent College, Dover Campus	1Gbit/s												
East Kent College, Folkestone Campus	1Gbit/s	7%	5%	5%	4%	5%	2%	1%	4%	5%	8%	7%	6%
Hadlow College, Canterbury Campus	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	6%	8%	12%	4%	11%
Hadlow College, Greenwich Campus	100Mbit/s				3%	2%	1%	2%	6%	3%	5%	2%	5%
Hadlow College, Hadlow Campus	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Hadlow College, Mottingham Campus	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	5%	8%	12%	2%	11%
Hilderstone College	100Mbit/s	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Kent County Council, Canterbury (1)	1Gbit/s	129%	139%	140%	152%	143%	118%	35%	142%	135%	173%	167%	176%
Kent County Council, Canterbury (2)	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	9%	9%	<0.5%	<0.5%	<0.5%
Kent County Council, Maidstone (1)	10Gbit/s	13%	14%	14%	15%	14%	13%	4%	17%	16%	17%	17%	18%
Kent County Council, Maidstone (2)	1Gbit/s	14%	14%	14%	16%	15%	14%	8%	16%	17%	18%	16%	19%
Medway Council	1Gbit/s	18%	19%	14%	19%	5%	15%	4%	18%	17%	24%	22%	24%
MidKent College, Maidstone Campus	1Gbit/s								10%	13%	16%	8%	15%
MidKent College, Ormskirk, Medway Campus	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	5%	4%	18%	22%	27%	13%	27%
National Institute of Agricultural Botany	100Mbit/s	11%	13%	15%	18%	15%	14%	21%	17%	14%	23%	18%	18%
North Kent College, Dartford Campus	1Gbit/s	15%	15%	14%	15%	9%	2%	2%	9%	18%	22%	16%	21%
North Kent College, Gravesend Campus	1Gbit/s												<0.5%
The London Institute of Banking & Finance, Kent Campus	40Mbit/s	26%	26%	28%	21%	22%	22%	20%	30%	28%	32%	26%	32%
University for the Creative Arts, Canterbury Campus	1Gbit/s	7%	5%	7%	3%	2%	2%	2%	5%	7%	6%	5%	7%
University for the Creative Arts, Rochester Campus	1Gbit/s	8%	6%	8%	3%	2%	2%	1%	6%	9%	9%	6%	7%

Connection	Current Bandwidth	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
University of Greenwich, The Universities at Medway	2Gbit/s	14%	14%	12%	11%	7%	7%	7%	10%	15%	17%	13%	13%
University of Kent, Canterbury Campus	10Gbit/s	83%	84%	72%	63%	52%	17%	18%	60%	72%	78%	76%	41%
University of Kent, CCCU Rochester House	4Gbit/s		<0.5%	6%	19%	16%	4%	4%	16%	23%	24%	22%	3%
University of Kent, Tonbridge Campus	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	1%	2%	1%	1%	1%	2%
University of London, Maidstone Studios	1Gbit/s							17%	17%	17%	17%	17%	18%	17%
Workers' Educational Association, Southern	10Mbit/s	6%	5%	6%	6%	6%	7%	6%	6%	6%	6%	5%	6%