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Kent Service Report

July 2016
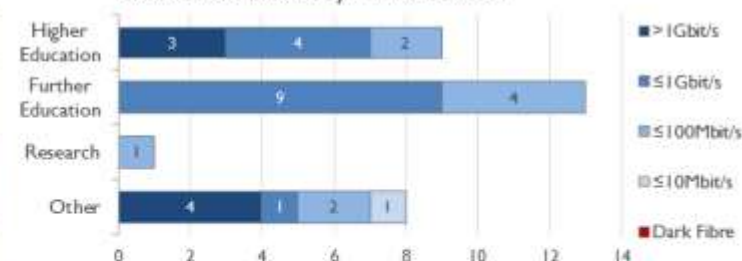
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Service Reliability

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

Average Availability

Kent ····· JANET

Connections in Kent by Raw Bandwidth

- ■ >1Gbit/s
- ■ ≤1Gbit/s
- ■ ≤100Mbit/s
- □ ≤10Mbit/s
- ■ Dark Fibre

	Average Availability of All Services in Kent				Average Availability of All Services in Janet		
Jul 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jul 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.98%	7	99.99%	75	99.98%	9	99.96%	230

Mean Time to Repair	Average Faults per Service per Year	Mean Time to Repair	Average Faults per Service per Year
3h 16m	0.45	5h 42m	0.65
Based on 26 faults over the last 24 months		Based on 1454 faults over the last 24 months	

Services in Kent Failing SLA Target

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

— Last 12 months ····· Previous 12 months   Percentages show year on year comparison

Kent Traffic Against Janet Traffic

Kent Traffic   Janet Traffic   — % of Janet Traffic from Kent

% Utilisation of Available Raw Bandwidth at 90th Percentile

■ >75%   ■ 50-75%   ■ 25-50%   □ 0-25%

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 aginst its availability figures

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
Canterbury Christ Church University, Broadstairs Campus	100%	100%	100%	100%	**99.78%**	100%	100%	100%	100%	**99.85%**	100%	100%	**99.97%**
Canterbury Christ Church University, Tunbridge Wells	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Canterbury Christ Church University, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	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, Broadstairs 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%
East Malling Research	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%	**99.95%**	**>99.99%**
Hadlow College, Canterbury Campus	100%	100%	**96.43%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.70%**
Hadlow College, Hadlow Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hadlow College, Greenwich Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.95%**	**>99.99%**
Hilderstone College	100%	100%	**99.94%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Kent College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The London Institute of Banking & Finance, Kent Campus	100%	100%	**99.80%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.98%**
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%
University of Kent, CCCU Rochester House								100%	100%	100%	100%	100%	<12 Months
University of Kent, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
University of Kent, Tonbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of London, Maidstone Studios												100%	<12 Months
West Kent and Ashford College, Tonbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Kent and Ashford College, Ashford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Southern	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.63%	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
West Kent and Ashford College, Ashford Campus	30/07/2016 07:38	30/07/2016 08:39	00:00	01:01	Customer Environment	Area power cut
Workers' Educational Association, Southern	26/07/2016 21:31	27/07/2016 00:16	00:00	02:45	Telco Maintenance	Telco unscheduled maintenance
Kent County Council, Maidstone (1)	26/07/2016 21:31	27/07/2016 00:16	00:00	02:45	Telco Maintenance	Telco unscheduled maintenance
Hadlow College, Mottingham Campus	17/07/2016 01:36	17/07/2016 01:59	00:00	00:23	Telco Maintenance	Telco maintenance we were not made aware of
Hadlow College, Mottingham Campus	28/07/2016 13:49	28/07/2016 14:14	00:00	00:25	Customer Maintenance	Unscheduled power maintenance at Hadlow College, Mottingham Campus
Hadlow College, Greenwich Campus	17/07/2016 01:36	17/07/2016 01:59	00:00	00:23	Telco Maintenance	Telco maintenance we were not made aware of
Hadlow College, Greenwich Campus	29/07/2016 00:14	29/07/2016 02:24	00:00	02:10	Customer Environment	Local area power outage

Link Utilisation of Raw 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 raw bandwidth, and only the highest of the to/from readings for the month is used.

Connection	Current Bandwidth	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Canterbury Christ Church University, Canterbury Campus	1Gbit/s	12%	21%	32%	36%	24%	34%	36%	34%	34%	28%	23%	21%
Canterbury Christ Church University, Tunbridge Wells	100Mbit/s	2%	5%	5%	6%	4%	5%	5%	5%	6%	5%	5%	5%
Canterbury College, Canterbury Campus	1Gbit/s	4%	13%	21%	22%	22%	25%	24%	27%	24%	28%	22%	7%
Canterbury College, Swale Campus	100Mbit/s	1%	7%	10%	15%	11%	17%	15%	14%	10%	12%	8%	1%
East Kent College, Broadstairs Campus	1Gbit/s	<0.5%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%
East Kent College, Dover Campus	1Gbit/s	<0.5%	1%	1%									
East Kent College, Folkestone Campus	1Gbit/s	1%	2%	3%	4%	4%	6%	7%	5%	5%	4%	5%	2%
East Malling Research	100Mbit/s	10%	10%	11%	13%	11%	11%	11%	13%	15%	18%	15%	14%
Hadlow College, Canterbury Campus	100Mbit/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, Greenwich Campus	100Mbit/s	2%	2%	2%	3%						3%	2%	1%
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%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Hilderstone College	100Mbit/s	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Kent County Council, Canterbury (1)	10Gbit/s	2%	12%	12%	12%	11%	13%	13%	14%	14%	15%	14%	12%
Kent County Council, Canterbury (2)	10Gbit/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%
Kent County Council, Maidstone (1)	10Gbit/s	3%	12%	12%	13%	12%	14%	13%	14%	14%	15%	14%	13%
Kent County Council, Maidstone (2)	10Gbit/s	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%
Medway Council	1Gbit/s	5%	11%	10%	11%	1%	4%	18%	19%	14%	19%	5%	15%
MidKent College, Medway Campus	1Gbit/s	2%	12%	19%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	5%
North Kent College	1Gbit/s	2%	11%	16%	14%	8%	14%	15%	15%	14%	15%	9%	2%
The London Institute of Banking & Finance, Kent Campus	100Mbit/s	8%	8%	10%	10%	8%	10%	10%	10%	11%	9%	9%	9%
University for the Creative Arts, Canterbury Campus	1Gbit/s							7%	5%	7%	3%	2%	2%
University for the Creative Arts, Rochester Campus	1Gbit/s	2%	4%	7%	7%	<0.5%	<0.5%	8%	6%	8%	3%	2%	2%
University of Greenwich, The Universities at Medway	2Gbit/s	5%	9%	13%	14%	12%	11%	14%	14%	12%	11%	7%	7%
University of Kent, Canterbury Campus	8Gbit/s	8%	27%	34%	35%	38%	39%	42%	42%	36%	31%	26%	8%

Connection	Current Bandwidth	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
University of Kent, CCCU Rochester House	4Gbit/s								<0.5%	6%	19%	16%	4%
University of Kent, Tonbridge Campus	100Mbit/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%
University of London, Maidstone Studios	1Gbit/s												17%
West Kent and Ashford College, Ashford Campus	1Gbit/s	<0.5%	1%	1%	1%	1%	<0.5%	<0.5%					
West Kent and Ashford College, Tonbridge Campus	1Gbit/s	1%	3%	5%	2%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Workers' Educational Association, Southern	10Mbit/s	5%	5%	6%	7%	4%	12%	6%	5%	6%	6%	6%	7%