

janet

Kent Service Report

July 2017

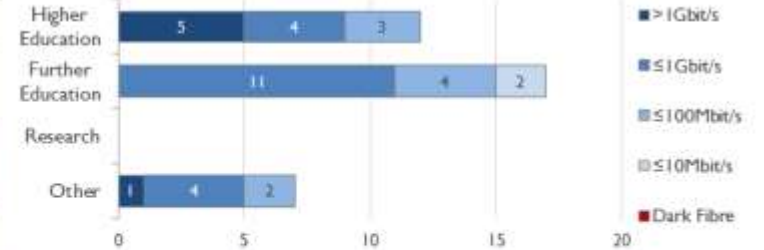


**Service Reliability**

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



**Connections in Kent by Contractual Bandwidth**



Average Availability of All Services in Kent				Average Availability of All Services in Janet			
Jul 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jul 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	6	99.99%	6	99.98%	129
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 04m		0.12		6h 25m		0.44	
Based on 8 faults over the last 24 months				Based on 988 faults over the last 24 months			

**Kent Service Outages - Last 12 Months**



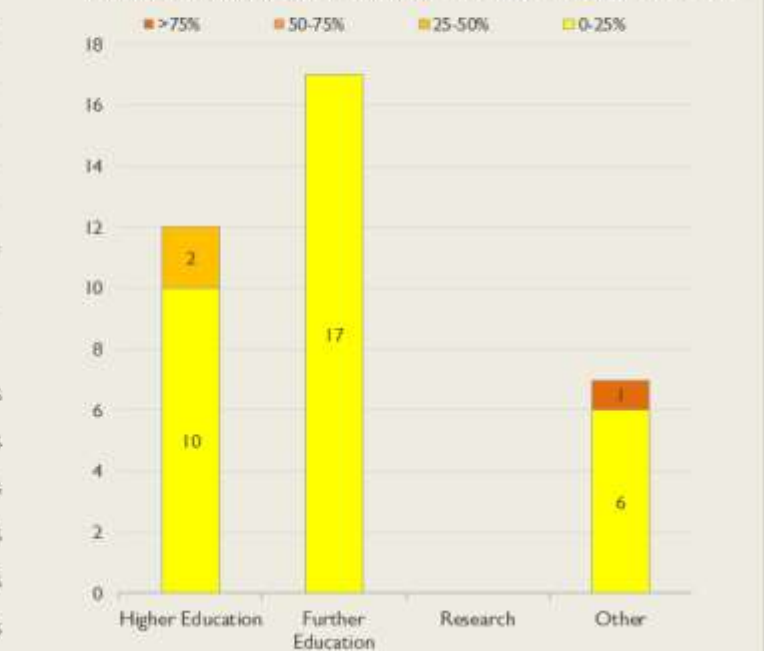
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

**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



**% Utilisation of Available Contractual 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	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
Canterbury Christ Church University, Broadstairs Campus	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 Christ Church University, Cornwallis Building							100%	100%	100%	100%	100%	100%	<12 Months
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%	100%	100%	100%	100%
Hadlow College, Greenwich Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hadlow College, Hadlow Campus	100%	100%	100%	100%	100%	100%	<b>99.98%</b>	100%	100%	100%	100%	100%	<b>&gt;99.99%</b>
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%
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%	100%	100%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	100%	<12 Months
The London Institute of Banking & Finance, Kent 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%	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%

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
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, CCCU Rochester House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	100%	99.56%	100%	99.96%
West Kent and Ashford College, Ashford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Kent and Ashford College, Tonbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Plymouth	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%	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
Canterbury Christ Church University, Canterbury Campus	20/07/2017 08:09	20/07/2017 09:59	00:00	01:50	Customer Unscheduled Maintenance	Customer unscheduled maintenance
North Kent College, Dartford Campus	14/07/2017 00:39	14/07/2017 00:53	00:00	00:14	Unknown reason for outage	Unknown
University for the Creative Arts, Rochester Campus	26/07/2017 16:24	26/07/2017 16:35	00:00	00:11	Customer Environment	Customer local power outage
University for the Creative Arts, Rochester Campus	29/07/2017 09:12	29/07/2017 11:52	00:00	02:40	Customer Scheduled Maintenance	Customer scheduled power maintenance
University for the Creative Arts, Rochester Campus	29/07/2017 16:22	29/07/2017 16:32	00:00	00:10	Customer Scheduled Maintenance	Customer scheduled power maintenance

## 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	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Canterbury Christ Church University, Broadstairs Campus	1Gbit/s							3%	3%	3%	3%	2%	2%
Canterbury Christ Church University, Canterbury Campus	4Gbit/s	18%	30%	41%	49%	26%	45%	49%	11%	10%	9%	7%	7%
Canterbury Christ Church University, Cornwallis Building	4Gbit/s							2%	<0.5%	<0.5%	1%	<0.5%	1%
Canterbury Christ Church University, Tunbridge Wells	100Mbit/s	3%	7%	7%	6%	5%	6%	6%	7%	5%	7%	7%	6%
Canterbury College, Canterbury Campus	1Gbit/s	4%	15%	21%	27%	18%	26%	26%	29%	11%	28%	20%	6%
Canterbury College, Sheppy Campus	100Mbit/s	1%	12%	13%	19%	10%	19%	15%	20%	8%	17%	13%	3%
East Kent College, Broadstairs Campus	1Gbit/s	<0.5%	2%	2%	3%	2%	4%	3%	3%	1%	3%	3%	1%
East Kent College, Dover Campus	1Gbit/s												
East Kent College, Folkestone Campus	1Gbit/s	1%	4%	5%	8%	7%	6%	6%	6%	4%	6%	6%	2%
Hadlow College, Canterbury Campus	100Mbit/s	<0.5%	6%	8%	12%	4%	11%	9%	12%	5%	12%	13%	2%
Hadlow College, Greenwich Campus	100Mbit/s	2%	6%	3%	5%	2%	5%	3%	4%	2%	4%	3%	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%	5%	8%	12%	2%	11%	10%	14%	4%	16%	11%	2%
Hilderstone College	100Mbit/s	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Kent County Council, Canterbury (1)	1Gbit/s	35%	142%	135%	173%	167%	176%	159%	162%	77%	160%	142%	126%
Kent County Council, Canterbury (2)	1Gbit/s	<0.5%	9%	9%	<0.5%	<0.5%	<0.5%	13%	14%	6%	6%	5%	4%
Kent County Council, Maidstone (1)	10Gbit/s	4%	17%	16%	17%	17%	18%	18%	19%	10%	19%	18%	17%
Kent County Council, Maidstone (2)	1Gbit/s	8%	16%	17%	18%	16%	19%	19%	20%	17%	20%	19%	18%
Medway Council	1Gbit/s	4%	18%	17%	24%	22%	24%	24%	26%	16%	27%	21%	21%
MidKent College, Maidstone Campus	1Gbit/s		10%	13%	16%	8%	15%	14%	16%	8%	16%	14%	1%
MidKent College, Ormskirk, Medway Campus	1Gbit/s	4%	18%	22%	27%	13%	27%	27%	29%	14%	28%	26%	11%
National Institute of Agricultural Botany	100Mbit/s	21%	17%	14%	23%	18%	18%	16%	19%	24%	22%	19%	22%
North Kent College, Dartford Campus	1Gbit/s	2%	9%	18%	22%	16%	21%	19%	24%	8%	24%	16%	3%
North Kent College, Gravesend Campus	1Gbit/s						<0.5%	<0.5%	8%	4%	8%	6%	2%
The London Institute of Banking & Finance, Kent Campus	40Mbit/s	20%	30%	28%	32%	26%	32%	34%	35%	29%	30%	29%	29%

Connection	Current Bandwidth	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
University for the Creative Arts, Canterbury Campus	1Gbit/s	2%	5%	7%	6%	5%	7%	7%	9%	5%	6%	2%	2%
University for the Creative Arts, Rochester Campus	1Gbit/s	1%	6%	9%	9%	6%	7%	7%	11%	5%	7%	3%	2%
University of Greenwich, The Universities at Medway	2Gbit/s	7%	10%	15%	17%	13%	13%	15%	18%	6%	6%	6%	6%
University of Kent, Canterbury Campus	10Gbit/s	18%	60%	72%	78%	76%	41%	42%	44%	36%	41%	33%	10%
University of Kent, CCCU Rochester House	10Gbit/s	4%	16%	23%	24%	22%	3%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
University of Kent, Tonbridge Campus	100Mbit/s	1%	2%	1%	1%	1%	2%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	2%
University of London, Maidstone Studios	1Gbit/s	17%	17%	17%	17%	18%	17%	24%	25%	26%	26%	27%	27%
West Kent and Ashford College, Ashford Campus	1Gbit/s						1%	1%	1%	1%	2%	1%	<0.5%
West Kent and Ashford College, Tonbridge Campus	1Gbit/s	<0.5%	<0.5%				13%	11%	11%	4%	12%	8%	2%
Workers' Educational Association, Plymouth	10Mbit/s	<0.5%	1%	<0.5%	1%	<0.5%	1%	<0.5%	<0.5%	1%	1%	<0.5%	<0.5%
Workers' Educational Association, Southern	10Mbit/s	6%	6%	6%	6%	5%	6%	6%	9%				