

janet

Kent Service Report

May 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 Wales by Contractual Bandwidth



Average Availability of All Services in Kent				Average Availability of All Services in Janet			
May 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	May 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	0	99.99%	5	99.97%	144
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 11m		0.11		6h 17m		0.47	
Based on 7 faults over the last 24 months				Based on 1029 faults over the last 24 months			

Wales Service Outages - Last 12 Months



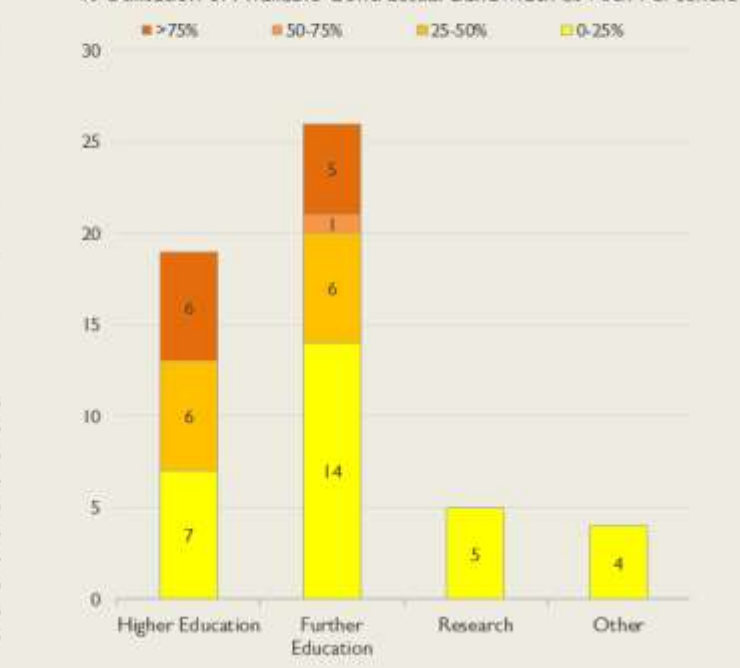
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

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



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	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
Canterbury Christ Church University, Broadstairs Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Canterbury Christ Church University, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Canterbury Christ Church University, Cornwallis Building									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%	100%	100%	100%	100%
Hadlow College, Greenwich Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Hadlow College, Hadlow Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	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%
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%
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%	<12 Months
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%
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	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 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%	>99.99%
University of London, Maidstone Studios		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%
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	Outage hh:mm	Duration hh:mm	Fault Type	Description
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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	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Aberystwyth University, Visualisation Centre [1]	4Gbit/s	26%			41%	55%	60%	57%	59%	64%	33%	25%	32%
Addysg Oedolion Cymru / Adult Learning Wales, Coleg Harlech Workers' Educational Association	100Mbit/s	2%	1%	1%	2%	2%	2%	1%	2%	2%	2%	1%	2%
Addysg Oedolion Cymru / Adult Learning Wales, Head Office	100Mbit/s	95%	96%	96%	96%	97%	97%	97%	96%	96%	28%	97%	96%
Bangor University, Deiniol Road	4Gbit/s	32%	16%	16%	73%	88%	45%	44%	45%	52%	52%	46%	49%
Bridgend College, Bridgend Campus	1Gbit/s	9%	1%	1%	8%	10%	14%	3%	13%	11%	9%	4%	10%
Cardiff Metropolitan University, Cyncoed Campus	1Gbit/s	11%	5%	6%	35%	48%	55%	38%	52%	61%	61%	44%	50%
Cardiff Metropolitan University, Llandaff Campus	1Gbit/s	11%	11%	11%	15%	35%	40%	17%	27%	41%	44%	21%	29%
Cardiff University, Cathays Park	10Gbit/s	10%	11%	11%	12%	17%	19%	11%	16%	19%	20%	15%	19%
Cardiff University, Trevithick Building	10Gbit/s	11%	5%	6%	21%	28%	31%	23%	32%	35%	34%	21%	33%
Coleg Cambria, Deeside [1]	1Gbit/s	17%	3%	3%	21%	23%	29%	20%	30%	30%	32%	18%	30%
Coleg Cambria, Northop	1Gbit/s	3%	<0.5%	<0.5%	3%	3%	4%	2%	4%	4%	4%	2%	4%
Coleg Cambria, Yale	1Gbit/s	16%	2%	2%	23%	25%	31%	22%	32%	30%	33%	19%	29%
Coleg Ceredigion, Aberystwyth Campus	100Mbit/s	82%	4%	9%	18%	23%	30%	18%	34%	30%	45%	24%	9%
Coleg Ceredigion, Cardigan Campus	100Mbit/s	23%	4%	28%	28%	31%	42%	27%	47%	44%	55%	34%	48%
Coleg Elidyr	100Mbit/s	17%	16%	8%	15%	14%	17%	14%	17%	21%	19%	13%	20%
Coleg Gwent, Blaenau Gwent Learning Zone, Link 1	1Gbit/s	15%	4%	4%	29%	34%	41%	23%	41%	40%	42%	16%	36%
Coleg Sir Gar, Graig Campus	100Mbit/s	148%	26%	36%	192%	223%	273%	206%	277%	265%	300%	143%	255%
Coleg Sir Gar, Pibwrlwyd Campus	100Mbit/s	9%	8%	5%	9%	18%	20%	13%	17%	24%	26%	14%	19%
Coleg Y Cymoedd, Nantgarw Campus	100Mbit/s	136%	18%	14%	148%	185%	232%	85%	237%	235%	268%	105%	217%
Coleg Y Cymoedd, Ystrad Mynach Campus	1Gbit/s	9%	2%	1%	7%	8%	10%	3%	12%	12%	15%	6%	12%
Glyndwr University, Wrexham, Computer Centre	1Gbit/s	9%	12%	14%	14%	19%	22%	17%	20%	22%	22%	18%	19%
Glyndwr University, Wrexham, Edward Llwyd Building	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%
Gower College Swansea, Gorseinon Campus	100Mbit/s	45%	4%	5%	77%	71%	98%	20%	98%	98%	98%	43%	67%
Gower College Swansea, Tycoch Campus	1Gbit/s	21%	13%	14%	63%	74%	98%	38%	98%	98%	10%	7%	10%
Grwp Llandrillo Menai, Coleg Llandrillo	1Gbit/s	21%	6%	5%	23%	27%	32%	20%	30%	28%	33%	17%	28%

Connection	Current Bandwidth	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Grwp Llandrillo Menai, Coleg Menai	1Gbit/s	9%	1%	1%	19%	21%	27%	19%	26%	25%	27%	16%	26%
Medical Research Council, Bridgend Data Centre, Cardiff University	100Mbit/s	2%	2%	2%	1%	2%	2%	1%	1%	2%	2%	2%	4%
Medical Research Council, Bridgend Data Centre, Udata Local Exchange	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%
Merthyr Tydfil College Limited	100Mbit/s	39%	10%	10%	94%	108%	116%	48%	115%	116%	133%	53%	105%
Mudiad Meithrin Cyf, Head Office	10Mbit/s	98%	95%	5%	16%	17%	5%	2%	7%	98%	3%	2%	3%
National Learning and Work Institute, Dysgu Cymru, Cardiff	100Mbit/s	25%	1%	<0.5%	1%	3%	4%	10%	3%	2%	2%	1%	2%
Natural Environment Research Council, British Geological Survey, Cardiff	100Mbit/s	2%	97%	1%	42%	1%	1%	1%	1%	2%	1%		
Natural Environment Research Council, CEH, Bangor	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%
Natural Environment Research Council, CEH, Climate Change Solardome Facility	100Mbit/s	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%
Neath Port Talbot College, Neath Campus	1Gbit/s	9%	2%	2%	10%	13%	17%	12%	17%	16%	19%	6%	19%
Neath Port Talbot College, Newtown Campus	1Gbit/s	5%	1%	1%	4%	4%	6%	4%	7%	6%	8%	3%	8%
Pembrokeshire College	1Gbit/s	11%	2%	2%	12%	15%	17%	12%	17%	17%	18%	9%	16%
Pembrokeshire College, MITEC	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%
Royal Welsh College of Music and Drama	100Mbit/s	24%	12%	10%	34%	34%	41%	21%	39%	36%	42%	17%	40%
St David's Catholic College	1Gbit/s	26%	3%	6%	92%	69%	79%	61%	80%			11%	12%
Swansea University, College of Human and Health Sciences	10Mbit/s	45%	41%	30%	59%	111%	111%	84%	107%	127%	142%	82%	136%
Swansea University, Library and Information centre	2Gbit/s	65%	27%	29%	56%	105%	116%	106%	112%	123%	126%	89%	129%
The Cardiff and Vale College, Barry Campus	100Mbit/s	42%	16%	14%	56%	73%	99%	42%	92%	93%	105%	42%	90%
The Cardiff and Vale College, Canal Parade	1Gbit/s	6%	3%	3%	14%	16%	21%	14%	22%	20%	26%	9%	18%
The Open University, Cardiff	100Mbit/s	10%	9%	9%	10%	12%	14%	11%	15%	14%	15%	13%	14%
University of South Wales, Cardiff Campus	1Gbit/s	13%	15%	17%	15%	13%	13%	10%	13%	14%	18%	12%	15%
University of South Wales, The Business Loft	100Mbit/s	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
University of South Wales, Treforest Campus	100Mbit/s	167%	153%	161%	224%	462%	474%	340%	429%	498%	515%	288%	350%
University of Wales Prifysgol Cymru	100Mbit/s	8%	3%	3%	3%	3%	3%	5%	5%	3%	3%	2%	3%
University of Wales Trinity Saint David, Carmarthen Campus	100Mbit/s	91%	54%	39%	127%	257%	270%	230%	250%	296%	284%	205%	233%
University of Wales Trinity Saint David, Lampeter Campus	100Mbit/s	119%	87%	44%	123%	216%	215%	178%	174%	211%	216%	156%	220%
University of Wales Trinity Saint David, Swansea Campus	300Mbit/s	32%	27%	21%	45%	84%	91%	76%	81%	92%	102%	73%	86%
Y Coleg Cymraeg Cenedlaethol, Cardiff Office	100Mbit/s	1%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%

Connection	Current Bandwidth	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Y Coleg Cymraeg Cenedlaethol, Head Office	100Mbit/s	3%	2%	2%	2%	3%	3%	2%	2%	2%	2%	1%	2%