



Kent Service Report

November 2015

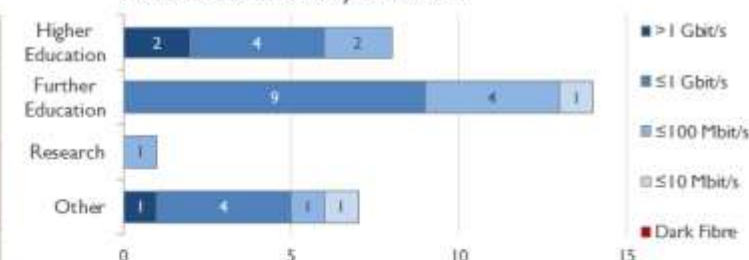


Service Reliability

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 | | | |
|--|--|-------------------------------------|--|---|--|-------------------------------------|--|
| Nov 2015 | Equivalent Unavailability in Minutes per Service | 12 Months Rolling | Equivalent Unavailability in Minutes per Service | Nov 2015 | Equivalent Unavailability in Minutes per Service | 12 Months Rolling | Equivalent Unavailability in Minutes per Service |
| 100% | 0 | 99.99% | 63 | 99.91% | 37 | 99.95% | 243 |
| Mean Time to Repair | | Average Faults per Service per Year | | Mean Time to Repair | | Average Faults per Service per Year | |
| 4h 43m | | 0.43 | | 5h 20m | | 0.71 | |
| Based on 23 faults over the last 24 months | | | | Based on 1493 faults over the last 24 months | | | |

Services in Kent Failing SLA Target

None

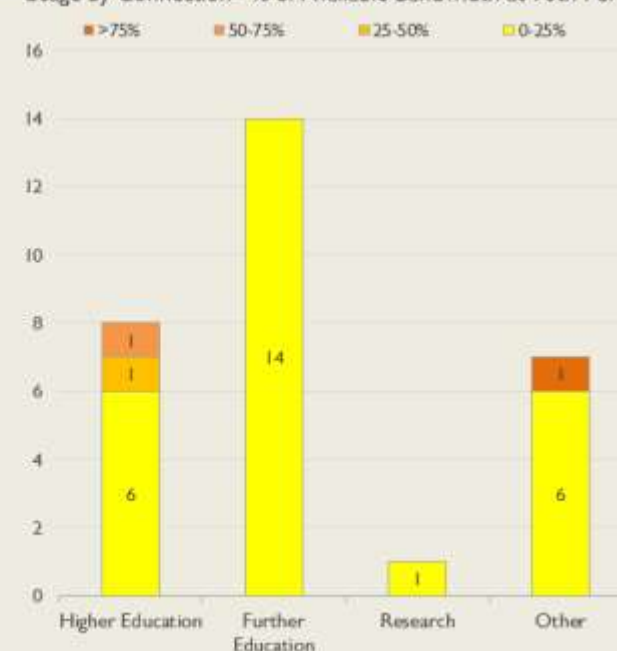
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

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



Usage by Connection - % of Available 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 | Dec 14 | Jan 15 | Feb 15 | Mar 15 | Apr 15 | May 15 | Jun 15 | Jul 15 | Aug 15 | Sep 15 | Oct 15 | Nov 15 | 12 Month Rolling Availability |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| Canterbury Christ Church University, Broadstairs Campus | 100% | 100% | 100% | 100% | 99.97% | 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, 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, Folkestone Campus | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| 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 Malling Research | 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, Canterbury Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 96.43% | 100% | 99.70% |
| Hadlow College, Mottingham Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Hadlow College, Hadlow Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Hilderstone College | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | 100% | 100% | 99.94% | 100% | >99.99% |
| ifs University College, Kent Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.80% | 100% | 99.98% |
| 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% |
| 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% | 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, Tonbridge Campus | 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% |

| Service | Dec 14 | Jan 15 | Feb 15 | Mar 15 | Apr 15 | May 15 | Jun 15 | Jul 15 | Aug 15 | Sep 15 | Oct 15 | Nov 15 | 12 Month Rolling Availability |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------------|
| 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% | 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 |
|--|---------------------|-------------------|---------------|----------------|--------------------------------|-------------------------------------|
| University of Kent, Canterbury Campus | 11/11/2015 21:24 | 11/11/2015 22:07 | 00:00 | 00:43 | Regional Scheduled Maintenance | RNO scheduled migration |
| Hadlow College, Hadlow Campus | 18/11/2015 19:11 | 18/11/2015 19:25 | 00:00 | 00:14 | Regional Scheduled Maintenance | RNO Migration |
| Workers' Educational Association, Southern | 25/11/2015 02:09 | 25/11/2015 08:39 | 06:30 | 00:00 | Telco Line | Telco fibre break in Maidstone area |

Link Utilisation

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.

Some of the connections reported below 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 | Current Bandwidth | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 |
|---|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Canterbury Christ Church University, Broadstairs Campus | 1Gbit/s | 2% | 3% | 3% | 4% | 2% | 2% | 1% | 1% | 1% | 2% | 3% | 3% |
| Canterbury Christ Church University, Canterbury Campus | 1Gbit/s | 18% | 23% | 26% | 26% | 23% | 19% | 15% | 15% | 12% | 21% | 32% | 36% |
| Canterbury Christ Church University, Tunbridge Wells | 100Mbit/s | 4% | 5% | 5% | 5% | 4% | 4% | 4% | 4% | 2% | 5% | 5% | 6% |
| Canterbury College, Canterbury Campus | 1Gbit/s | 11% | 18% | 16% | 20% | 14% | 17% | 18% | 7% | 4% | 13% | 21% | 22% |
| Canterbury College, Swale Campus | 100Mbit/s | 3% | 8% | 7% | 8% | 4% | 7% | 8% | 2% | 1% | 7% | 10% | 15% |
| East Kent College, Broadstairs Campus | 1Gbit/s | 1% | 2% | 1% | 2% | 1% | 1% | 2% | <0.5% | <0.5% | 2% | 2% | 2% |
| East Kent College, Dover Campus | 1Gbit/s | | 1% | 1% | 1% | 1% | 1% | 2% | <0.5% | <0.5% | 1% | 1% | |
| East Kent College, Folkestone Campus | 1Gbit/s | 4% | 4% | 4% | 5% | 3% | 3% | 3% | 1% | 1% | 2% | 3% | 4% |
| East Malling Research | 100Mbit/s | 5% | 7% | 7% | 7% | 8% | 6% | 8% | 9% | 10% | 10% | 11% | 13% |
| Hadlow College, Canterbury Campus | 10Mbit/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 | 1% | 1% | 1% | 2% | 1% | 1% | 1% | 1% | 2% | 2% | 2% | 3% |
| 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% |
| ifs University College, Kent Campus | 40Mbit/s | 16% | 15% | 21% | 24% | 21% | 24% | 21% | 23% | 21% | 20% | 25% | 25% |
| Kent County Council, Canterbury (1) | 1Gbit/s | 104% | 110% | 112% | 123% | 80% | 122% | 122% | 100% | 19% | 120% | 117% | 120% |
| Kent County Council, Canterbury (2) | 1Gbit/s | 2% | 2% | 3% | 3% | 3% | 3% | 3% | 4% | 4% | 4% | <0.5% | <0.5% |
| Kent County Council, Maidstone (1) | 10Gbit/s | 9% | 10% | 10% | 11% | 7% | 11% | 10% | 10% | 3% | 12% | 12% | 13% |
| Kent County Council, Maidstone (2) | 1Gbit/s | 8% | 9% | 10% | 11% | 8% | 10% | 10% | 9% | 7% | 12% | 13% | 14% |
| Medway Council | 1Gbit/s | 9% | 10% | 10% | 11% | 8% | 9% | 10% | 9% | 5% | 11% | 10% | 11% |
| MidKent College, Medway Campus | 1Gbit/s | 14% | 18% | 18% | 20% | 14% | 19% | 20% | 4% | 2% | 12% | 19% | <0.5% |
| North Kent College | 1Gbit/s | 10% | 14% | 14% | 17% | 10% | 14% | 13% | 3% | 2% | 11% | 16% | 14% |
| University for the Creative Arts, Canterbury Campus | 1Gbit/s | | | | | | | | | | | | |
| University for the Creative Arts, Rochester Campus | 1Gbit/s | 3% | 5% | 6% | 7% | 8% | 9% | 10% | 3% | 2% | 4% | 7% | 7% |

| Connection | Current Bandwidth | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 |
|---|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| University of Greenwich, The Universities at Medway | 2Gbit/s | 9% | 9% | 12% | 13% | 10% | 8% | 6% | 6% | 5% | 9% | 13% | 14% |
| University of Kent, Canterbury Campus | 4Gbit/s | 54% | 54% | 59% | 60% | 53% | 59% | 53% | 17% | 17% | 54% | 68% | 70% |
| University of Kent, Tonbridge Campus | 100Mbit/s | <0.5% | <0.5% | <0.5% | <0.5% | <0.5% | <0.5% | <0.5% | 1% | <0.5% | <0.5% | <0.5% | <0.5% |
| West Kent and Ashford College, Ashford Campus | 1Gbit/s | 1% | 1% | 1% | 2% | 1% | 2% | 2% | 1% | <0.5% | 1% | 1% | 1% |
| West Kent and Ashford College, Tonbridge Campus | 1Gbit/s | 2% | 7% | 6% | 8% | 3% | 7% | 7% | 1% | 1% | 3% | 5% | 2% |
| Workers' Educational Association, Southern | 10Mbit/s | 4% | 5% | 5% | 5% | 5% | 4% | 5% | 6% | 5% | 5% | 6% | 7% |