



## Kent Service Report

November 2016



## Service Reliability

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



Average Availability of HE & FE Services in Kent				Average Availability of HE & FE Services in Janet			
Nov 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Nov 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.99%	5	>99.99%	30	99.95%	24	99.95%	244
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
2h 28m		0.31		5h 58m		0.62	
Based on 16 faults over the last 24 months				Based on 1132 faults over the last 24 months			

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

## Connection Usage

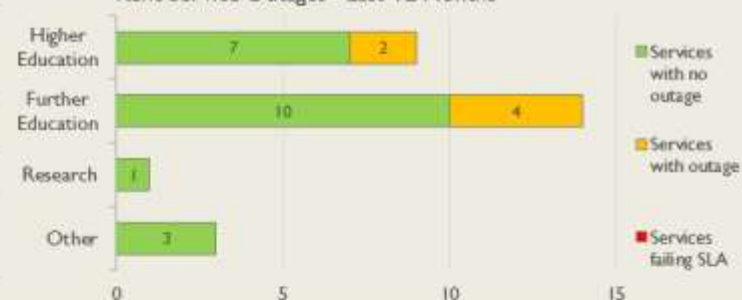
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



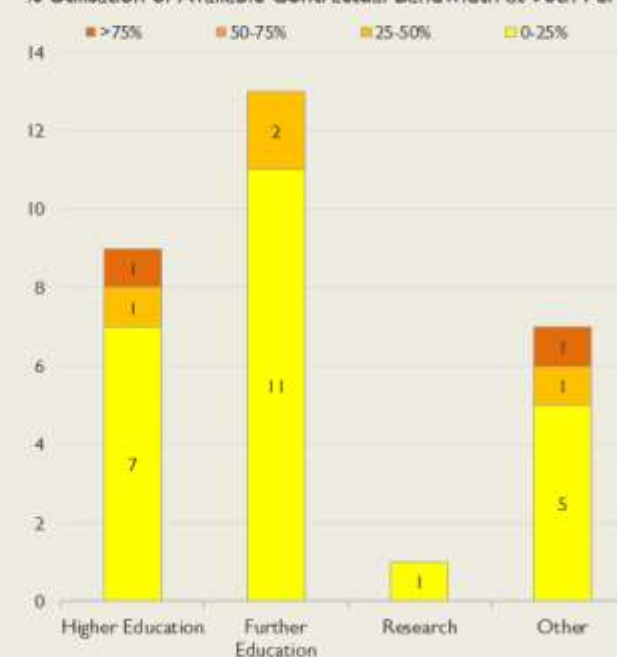
## Connections in Kent by Contractual Bandwidth



## Kent Service Outages - Last 12 Months



## % 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	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	12 Month Rolling Availability
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 Christ Church University, Broadstairs Campus	<b>99.78%</b>	100%	100%	100%	100%	<b>99.85%</b>	100%	100%	100%	100%	100%	100%	<b>99.97%</b>
Canterbury College, 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%
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 Kent College, Dover 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%
Hadlow College, Greenwich Campus	100%	100%	100%	100%	100%	100%	100%	<b>99.95%</b>	100%	100%	100%	100%	<b>&gt;99.99%</b>
Hadlow College, Mottingham Campus	100%	100%	100%	100%	100%	100%	100%	<b>99.95%</b>	100%	100%	100%	100%	<b>&gt;99.99%</b>
Hadlow College, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.85%</b>	<b>99.99%</b>
MidKent College, Ormskirk	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MidKent College, Maidstone Campus										100%	<b>99.76%</b>	100%	<12 Months
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.85%</b>	<b>99.99%</b>
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, CCCU Rochester House				100%	100%	100%	100%	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%
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%	<b>99.76%</b>	100%	<12 Months
West Kent and Ashford College, Tonbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	12 Month Rolling Availability
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%	99.63%	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
The London Institute of Banking & Finance, Kent Campus	06/11/2016 08:19	06/11/2016 09:23	00:00	01:04	Telco Maintenance	Unscheduled maintenance affecting sites within KPSN
University of Kent, Canterbury Campus	29/11/2016 08:33	29/11/2016 09:58	00:00	01:25	Telco Maintenance	Telco failed migration
MidKent College, Ormskirk, Medway Campus	11/11/2016 19:10	12/11/2016 14:49	00:00	19:39	Customer Equipment	Site UPS failure
Hadlow College, Mottingham Campus	19/11/2016 07:55	19/11/2016 10:58	00:00	03:03	Customer Maintenance	Customer unscheduled maintenance
Hadlow College, Canterbury Campus	06/11/2016 08:19	06/11/2016 09:23	00:00	01:04	Telco Maintenance	Unscheduled maintenance affecting sites within KPSN
East Kent College, Dover Campus	09/11/2016 06:04	09/11/2016 08:04	00:00	02:00	Customer Maintenance	Unscheduled 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	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Canterbury Christ Church University, Canterbury Campus	1Gbit/s	24%	34%	36%	34%	34%	28%	23%	21%	18%	30%	41%	49%
Canterbury Christ Church University, Tunbridge Wells	100Mbit/s	4%	5%	5%	5%	6%	5%	5%	5%	3%	7%	7%	6%
Canterbury College, Canterbury Campus	1Gbit/s	22%	25%	24%	27%	24%	28%	22%	7%	4%	15%	21%	27%
Canterbury College, Swale Campus	100Mbit/s	11%	17%	15%	14%	10%	12%	8%	1%	1%	12%	13%	19%
East Kent College, Broadstairs Campus	1Gbit/s	2%	2%	2%	2%	2%	2%	2%	1%	<0.5%	2%	2%	3%
East Kent College, Dover Campus	1Gbit/s												
East Kent College, Folkestone Campus	1Gbit/s	4%	6%	7%	5%	5%	4%	5%	2%	1%	4%	5%	8%
Hadlow College, Canterbury Campus	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	6%	8%	12%
Hadlow College, Greenwich Campus	100Mbit/s						3%	2%	1%	2%	6%	3%	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%	<0.5%	<0.5%	5%	8%	12%
MidKent College, Maidstone Campus	1Gbit/s										10%	13%	16%
MidKent College, Ormskirk, Medway Campus	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	5%	4%	18%	22%	27%
North Kent College	1Gbit/s	8%	14%	15%	15%	14%	15%	9%	2%	2%	9%	18%	22%
University for the Creative Arts, Canterbury Campus	1Gbit/s			7%	5%	7%	3%	2%	2%	2%	5%	7%	6%
University for the Creative Arts, Rochester Campus	1Gbit/s	<0.5%	<0.5%	8%	6%	8%	3%	2%	2%	1%	6%	9%	9%
University of Greenwich, The Universities at Medway	2Gbit/s	12%	11%	14%	14%	12%	11%	7%	7%	7%	10%	15%	17%
University of Kent, Canterbury Campus	4Gbit/s	76%	78%	83%	84%	72%	63%	52%	17%	18%	60%	72%	78%
University of Kent, CCCU Rochester House	4Gbit/s				<0.5%	6%	19%	16%	4%	4%	16%	23%	24%
University of Kent, Tonbridge Campus	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	1%	2%	1%	1%
University of London, Maidstone Studios	1Gbit/s								17%	17%	17%	17%	17%
Workers' Educational Association, Southern	10Mbit/s	4%	12%	6%	5%	6%	6%	6%	7%	6%	6%	6%	6%