



Kent Service Report

September 2016



Service Reliability

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

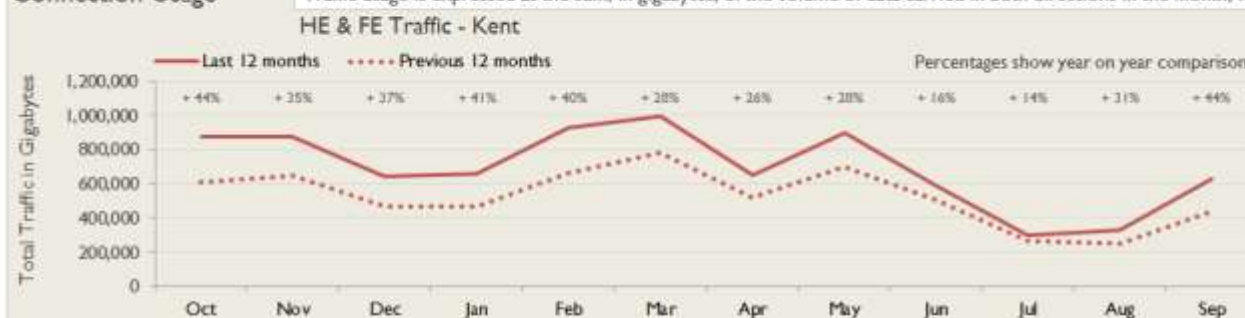


Average Availability of HE & FE Services in Kent				Average Availability of HE & FE Services in Janet			
Sep 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Sep 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.98%	80	99.95%	22	99.95%	264
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 17m		0.25		5h 39m		0.67	
Based on 12 faults over the last 24 months				Based on 1199 faults over the last 24 months			

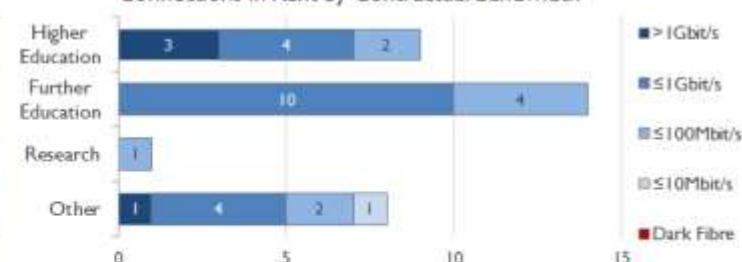
NE: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

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



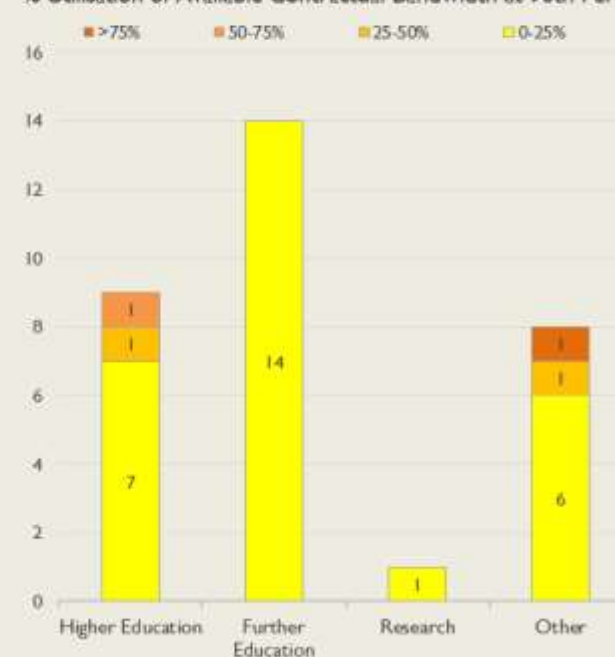
Connections in Kent by Contractual Bandwidth



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	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	12 Month Rolling Availability
Canterbury Christ Church University, Broadstairs Campus	100%	100%	99.78%	100%	100%	100%	100%	99.85%	100%	100%	100%	100%	99.97%
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, 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%
East Kent College, Broadstairs 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%	100%	100%	99.95%	100%	100%	>99.99%
Hadlow College, Canterbury Campus	96.43%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.70%
Hadlow College, Mottingham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%	100%	100%	>99.99%
MidKent College, Maidstone Campus												100%	<12 Months
MidKent College, Ormskirk	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, 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%	100%	100%	<12 Months
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%
University of London, Maidstone Studios										100%	100%	100%	<12 Months
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%

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 College, Canterbury Campus	21/09/2016 12:50	21/09/2016 13:09	00:00	00:19	Denial of Service	DDoS
University of Kent, Canterbury Campus	15/09/2016 21:39	16/09/2016 01:50	00:00	04:11	Customer Maintenance	Customer scheduled maintenance
MidKent College, Ormskirk, Medway Campus	15/09/2016 23:41	15/09/2016 23:55	00:00	00:14	Regional Maintenance	Scheduled maintenance
MidKent College, Ormskirk, Medway Campus	16/09/2016 00:08	16/09/2016 00:23	00:00	00:15	Regional Maintenance	Scheduled maintenance
North Kent College	15/09/2016 23:41	15/09/2016 23:55	00:00	00:14	Regional Maintenance	Scheduled maintenance
North Kent College	16/09/2016 00:08	16/09/2016 00:23	00:00	00:15	Regional Maintenance	Scheduled maintenance
East Kent College, Folkestone Campus	15/09/2016 23:41	15/09/2016 23:55	00:00	00:14	Regional Maintenance	Scheduled maintenance
East Kent College, Folkestone Campus	16/09/2016 00:08	16/09/2016 00:23	00:00	00:15	Regional Maintenance	Scheduled maintenance
Hadlow College, Canterbury Campus	15/09/2016 23:41	15/09/2016 23:55	00:00	00:14	Regional Maintenance	Scheduled maintenance
Hadlow College, Canterbury Campus	16/09/2016 00:08	16/09/2016 00:23	00:00	00:15	Regional Maintenance	Scheduled maintenance
Canterbury Christ Church University, Broadstairs Campus	15/09/2016 23:41	15/09/2016 23:55	00:00	00:14	Regional Maintenance	Scheduled maintenance
Canterbury Christ Church University, Broadstairs Campus	16/09/2016 00:08	16/09/2016 00:23	00:00	00:15	Regional Maintenance	Scheduled maintenance
University of Greenwich, The Universities at Medway	15/09/2016 23:41	15/09/2016 23:55	00:00	00:14	Regional Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of Greenwich, The Universities at Medway	16/09/2016 00:08	16/09/2016 00:23	00:00	00:15	Regional Maintenance	Scheduled maintenance
Canterbury College, Swale Campus	15/09/2016 23:41	15/09/2016 23:55	00:00	00:14	Regional Maintenance	Scheduled maintenance
Canterbury College, Swale Campus	16/09/2016 00:08	16/09/2016 00:23	00:00	00:15	Regional Maintenance	Scheduled maintenance
University for the Creative Arts, Rochester Campus	15/09/2016 23:41	15/09/2016 23:55	00:00	00:14	Regional Maintenance	Scheduled maintenance
University for the Creative Arts, Rochester Campus	16/09/2016 00:08	16/09/2016 00:23	00:00	00:15	Regional Maintenance	Scheduled maintenance
MidKent College, Maidstone Campus	20/09/2016 20:23	20/09/2016 21:54	00:00	01:31	Telco Maintenance	Telco scheduled 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	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Canterbury Christ Church University, Canterbury Campus	1Gbit/s	32%	36%	24%	34%	36%	34%	34%	28%	23%	21%	18%	30%
Canterbury Christ Church University, Tunbridge Wells	100Mbit/s	5%	6%	4%	5%	5%	5%	6%	5%	5%	5%	3%	7%
Canterbury College, Canterbury Campus	1Gbit/s	21%	22%	22%	25%	24%	27%	24%	28%	22%	7%	4%	15%
Canterbury College, Swale Campus	100Mbit/s	10%	15%	11%	17%	15%	14%	10%	12%	8%	1%	1%	12%
East Kent College, Broadstairs Campus	1Gbit/s	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	<0.5%	2%
East Kent College, Dover Campus	1Gbit/s	1%											
East Kent College, Folkestone Campus	1Gbit/s	3%	4%	4%	6%	7%	5%	5%	4%	5%	2%	1%	4%
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%	6%
Hadlow College, Greenwich Campus	100Mbit/s	2%	3%						3%	2%	1%	2%	6%
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%	5%
MidKent College, Maidstone Campus	1Gbit/s												10%
MidKent College, Ormskirk, Medway Campus	1Gbit/s	19%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	5%	4%	18%
North Kent College	1Gbit/s	16%	14%	8%	14%	15%	15%	14%	15%	9%	2%	2%	9%
University for the Creative Arts, Canterbury Campus	1Gbit/s					7%	5%	7%	3%	2%	2%	2%	5%
University for the Creative Arts, Rochester Campus	1Gbit/s	7%	7%	<0.5%	<0.5%	8%	6%	8%	3%	2%	2%	1%	6%
University of Greenwich, The Universities at Medway	2Gbit/s	13%	14%	12%	11%	14%	14%	12%	11%	7%	7%	7%	10%
University of Kent, Canterbury Campus	4Gbit/s	68%	70%	76%	78%	83%	84%	72%	63%	52%	17%	18%	60%
University of Kent, CCCU Rochester House	4Gbit/s						<0.5%	6%	19%	16%	4%	4%	16%
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%	1%	2%
University of London, Maidstone Studios	1Gbit/s										17%	17%	17%
West Kent and Ashford College, Ashford Campus	1Gbit/s	1%	1%	1%	<0.5%	<0.5%							
West Kent and Ashford College, Tonbridge Campus	1Gbit/s	5%	2%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%