

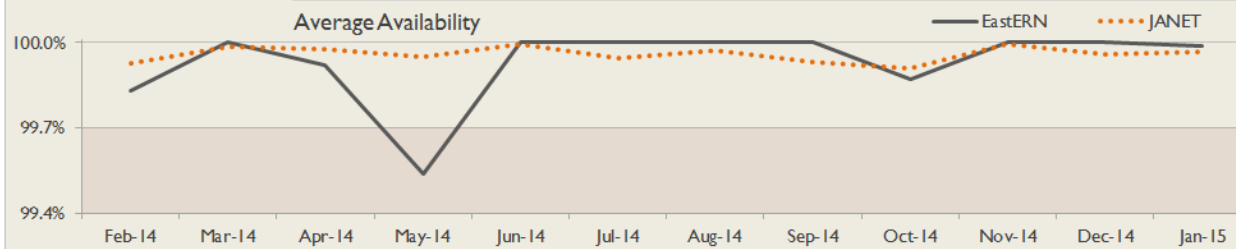
janet

EastERN Service Report

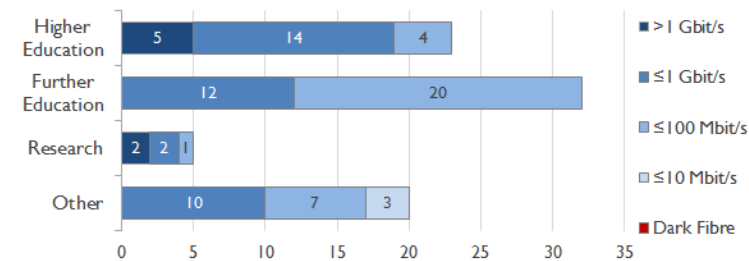
January 2015

Service Reliability

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



Connections in EastERN by Bandwidth



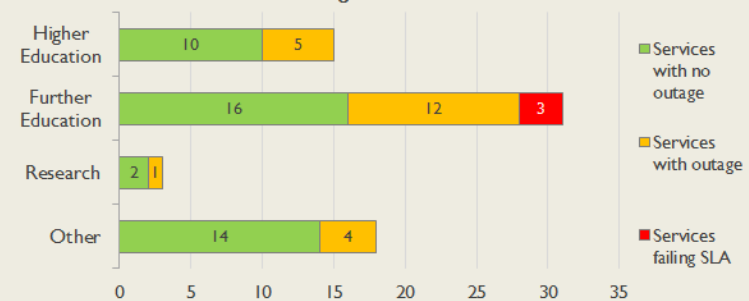
Average Availability of All Services in EastERN

Jan 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.99%	7	99.93%	378
Mean Time to Repair		Average Faults per Service per Year	
7h 17m		0.88	
Based on 123 faults over the last 24 months			

Average Availability of All Services in Janet

Jan 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	15	99.96%	216
Mean Time to Repair		Average Faults per Service per Year	
6h 02m		0.62	
Based on 1232 faults over the last 24 months			

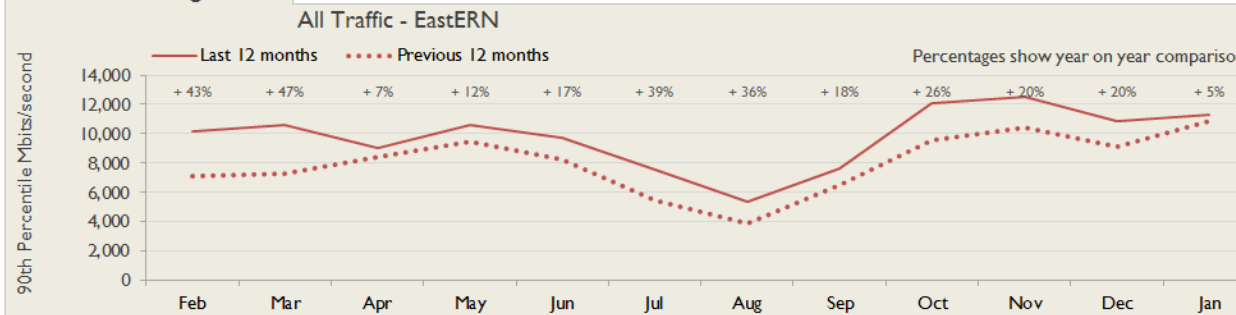
EastERN Service Outages - Last 12 Months



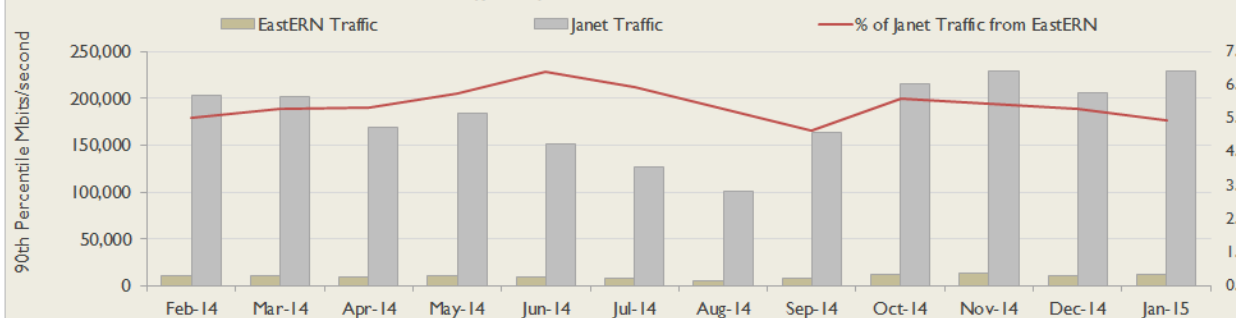
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

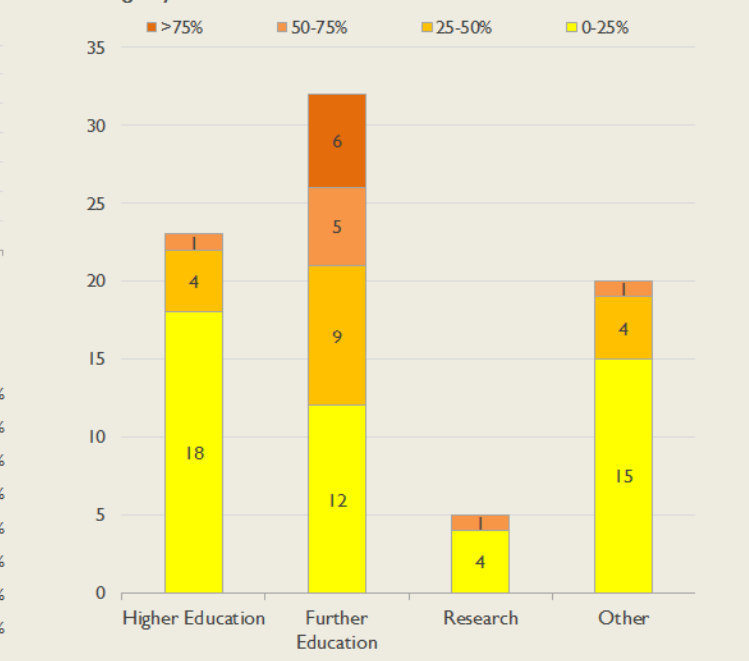
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



EastERN Traffic Against Janet Traffic



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	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
Anglia Ruskin University, Chelmsford Campus	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Anglia Ruskin University, Cambridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Anglia Ruskin University, Peterborough Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Anglia Ruskin University, University Centre Peterborough	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barnfield College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bedford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cambridge Regional College	92.51%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.38%
Central Bedfordshire College	100%	100%	95.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.66%
Chelmsford College	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
City College Norwich	100%	99.94%	98.32%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.86%
Colchester Institute Enterprises Limited, Sheepen Road	96.66%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.56%
Colchester Institute Enterprises Limited, The College at Braintree	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Cranfield University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Delivery of Advanced Network Technology to Europe Limited*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
East Norfolk Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	97.74%	100%	100%	100%	99.81%
East of England Broadband Network, Thurrock Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Central Bedfordshire Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Norfolk County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Thurrock Council, Grays	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Southend on Sea Borough Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Bedford Borough Council*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Luton Borough Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Peterborough City Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Cambridgeshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Suffolk County Council	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Easton and Otley College, Otley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Easton and Otley College, Easton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Essex County Council, Personal & Community Development	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Great Yarmouth College	100%	100%	100%	100%	100%	100%	100%	100%	97.74%	100%	100%	100%	99.81%
Harlow College	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	98.97%	99.76%

Service	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
Hertfordshire County Council	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Hills Road Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Huntingdonshire Regional College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Imperial War Museum, IWM Duxford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Long Road Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lowestoft College	100%	100%	100%	100%	100%	100%	100%	100%	97.74%	100%	100%	100%	99.81%
Lowestoft Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	97.74%	100%	100%	100%	99.81%
Luton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes College, Chaffron Way Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes College, Bletchley Park Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, British Antarctic Survey	98.92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
NBI Partnership Limited*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Hertfordshire College, Stevenage Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Norwich University of the Arts	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oaklands College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Paston Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Peterborough City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Peterborough Regional College, Primary Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South East Essex Sixth Form College	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%

Service	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
South Essex College of Further and Higher Education	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Suffolk New College	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
The Babraham Institute*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Congregation Of The Daughters Of The Cross Of Liege	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
The Open University, Cambridge						100%	100%	100%	100%	100%	100%	100%	<12 Months
The Sixth Form College, Colchester	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
University Campus Suffolk Ltd*	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
University of Bedfordshire*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bedfordshire, Milton Keynes											100%	100%	<12 Months
University of Buckingham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Cambridge	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Cambridge, Cambridge University Press	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of East Anglia, Norwich Campus*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Social Science Research Centre Building			100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Essex, Southend-on-Sea Campus	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
University of Essex, Colchester Campus	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
West Herts College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College, Primary Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Eastern	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writtle Agricultural College Higher Education Corporation	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%

Connection outages this month

Maintenance outages are included in this table - only unscheduled maintenance is counted against availability.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The Babraham Institute, via Cambridge	03/01/2015 10:16	03/01/2015 10:41	00:00	00:25	Customer Maintenance	Unscheduled maintenance at the Babraham Institute
University of East Anglia, Norwich Campus, via Telehouse West	05/01/2015 16:17	05/01/2015 16:38	00:00	00:21	Customer Maintenance	Unscheduled customer maintenance
University of Essex, Colchester Campus	06/01/2015 05:53	06/01/2015 06:41	00:00	00:48	Customer Maintenance	Customer unscheduled maintenance
The Babraham Institute, via Cambridge	06/01/2015 11:43	06/01/2015 11:58	00:00	00:15	Customer Maintenance	Site resilience test
Harlow College	08/01/2015 09:56	09/01/2015 09:46	16:10	07:40	Telco Equipment	Faulty SFP at b-end, fault parked due to access being required to the a-end
Delivery of Advanced Network Technology to Europe Limited, via Cambridge	09/01/2015 17:05	09/01/2015 18:01	00:00	00:56	Customer Equipment	Site equipment fault
Delivery of Advanced Network Technology to Europe Limited, via Cambridge	09/01/2015 18:18	09/01/2015 18:40	00:00	00:22	Customer Equipment	Site equipment fault
Central Bedfordshire College	13/01/2015 15:57	13/01/2015 16:07	00:00	00:10	Customer Environment	Power failure
University of Hertfordshire, via Cambridge	13/01/2015 07:07	13/01/2015 16:18	00:00	09:11	Customer Maintenance	Customer scheduled maintenance
The Babraham Institute, via Chelmsford	14/01/2015 14:47	14/01/2015 15:11	00:00	00:24	Customer Maintenance	Local engineers knocked the cable
Harlow College	16/01/2015 11:32	16/01/2015 12:32	00:00	01:00	Denial of Service	DDoS Attack
Buckinghamshire County Council, Chiltern and South Bucks Area Office	19/01/2015 02:31	19/01/2015 07:37	00:00	05:06	Customer Environment	Power outage

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Central Bedfordshire College	22/01/2015 09:56	22/01/2015 10:15	00:00	00:19	Customer Environment	Customer power failure
Oaklands College, Welwyn Garden City Campus	23/01/2015 02:39	23/01/2015 04:38	00:00	01:59	Telco Maintenance	Unscheduled Telco maintenance
University of Buckingham	30/01/2015 18:29	30/01/2015 18:43	00:00	00:14	Customer Maintenance	Scheduled site maintenance
Lowestoft College	31/01/2015 08:34	31/01/2015 15:27	00:00	06:53	Customer Maintenance	Site maintenance