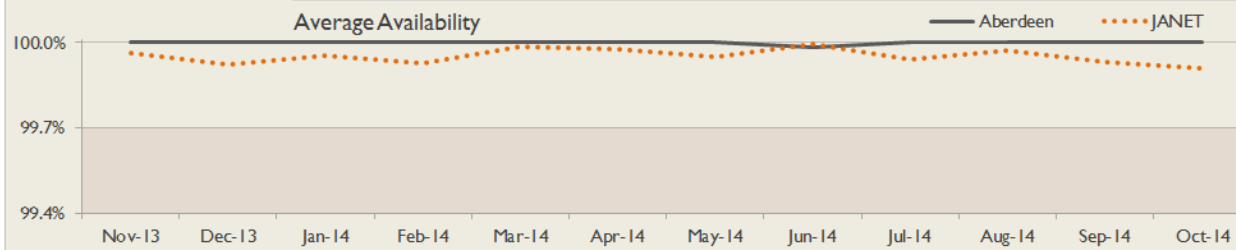# janet

EastERN Service Report
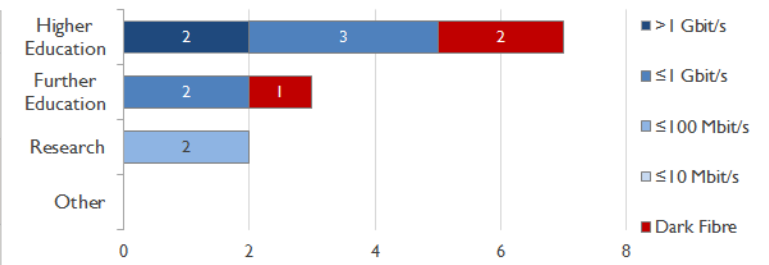
October 2014

Service Reliability

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

Average Availability

Legend: —— Aberdeen ····· JANET

Connections in Aberdeen by Bandwidth

Legend:
- ■ >1 Gbit/s
- ■ ≤1 Gbit/s
- ■ ≤100 Mbit/s
- ■ ≤10 Mbit/s
- ■ Dark Fibre

Average Availability of All Services in EastERN				Average Availability of All Services in Janet			
Oct 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Oct 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.87%	57	99.91%	469	99.91%	40	99.95%	251
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
7h 09m		0.92		5h 05m		0.75	
Based on 131 faults over the last 24 months				Based on 1467 faults over the last 24 months			

Aberdeen Service Outages - Last 12 Months

Legend:
- ■ Services with no outage
- ■ Services with outage
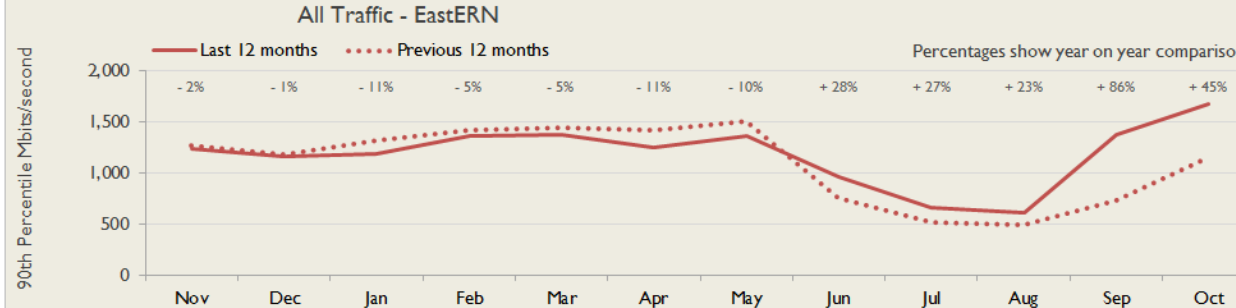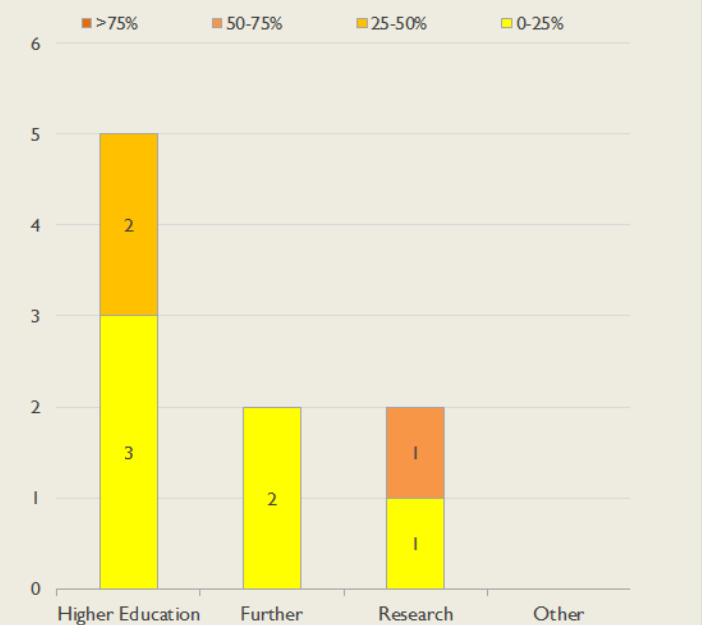- ■ Services failing SLA
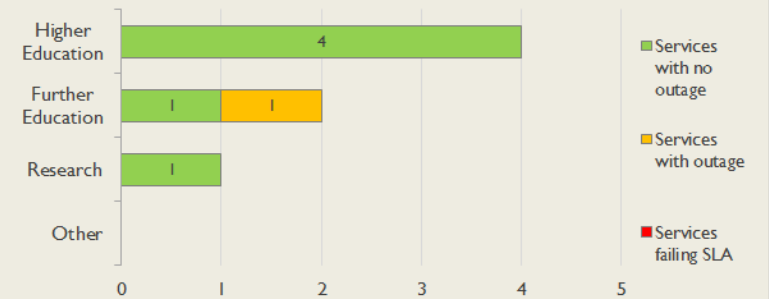
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

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

All Traffic - EastERN

Legend: —— Last 12 months ····· Previous 12 months

Percentages show year on year comparison

- 2%   - 1%   - 11%   - 5%   - 5%   - 11%   - 10%   + 28%   + 27%   + 23%   + 86%   + 45%

EastERN Traffic Against Janet Traffic

Legend: ■ EastERN Traffic   ■ Janet Traffic   —— % of Janet Traffic from EastERN

Usage by Connection - % of Available Bandwidth at 90th Percentile

Legend: ■ >75%   ■ 50-75%   ■ 25-50%   □ 0-25%
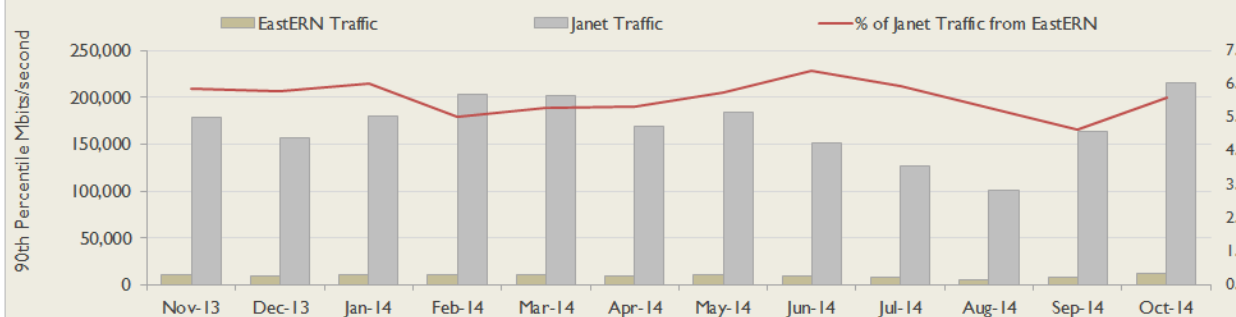
Service Availability

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

Where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted against its availability figures

Monthly and annual availabilities falling below 99.7% are highlighted

Service	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	12 Month Rolling Availability
Anglia Ruskin University, Cambridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Anglia Ruskin University, Chelmsford Campus	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	99.84%
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	100%	100%	100%	92.51%	100%	100%	100%	100%	100%	100%	100%	100%	99.38%
Central Bedfordshire College	100%	100%	100%	100%	100%	95.97%	100%	100%	100%	100%	100%	100%	99.66%
Chelmsford College	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	99.84%
City College Norwich	100%	100%	100%	100%	99.94%	98.32%	100%	100%	100%	100%	100%	100%	99.86%
Colchester Institute Enterprises Limited, Sheepen Road	100%	100%	100%	96.66%	100%	100%	98.11%	100%	100%	100%	100%	100%	99.56%
Colchester Institute Enterprises Limited, The College at Braintree campus	100%	100%	100%	100%	100%	100%	98.11%	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%
East Norfolk Sixth Form College	100%	100%	98.43%	100%	100%	100%	100%	100%	100%	100%	100%	97.74%	99.68%

Service	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	12 Month Rolling Availability
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, Cambridgeshire County 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, Luton Borough Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Milton Keynes 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, Peterborough City Council	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, Suffolk County Council	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	99.84%
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, Thurrock Council, Grays	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Essex County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	99.84%
Great Yarmouth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.74%	99.81%
Harlow College	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	100%	99.84%
Hertfordshire County Council	100%	100%	100%	100%	100%	100%	98.11%	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%

Service	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	12 Month Rolling Availability
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%	98.45%	100%	100%	100%	100%	100%	100%	100%	100%	97.74%	99.68%
Lowestoft Sixth Form College	100%	100%	98.46%	100%	100%	100%	100%	100%	100%	100%	100%	97.74%	99.68%
Luton Sixth Form College	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 College, Chaffron Way 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	100%	100%	100%	98.92%	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	96.85%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.74%
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South East Essex Sixth Form College	100%	100%	100%	100%	100%	100%	98.11%	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
Great Yarmouth College	06/10/2014 14:12	07/10/2014 07:03	00:00	16:51	Telco Equipment	Faulty interface on Telco router
Lowestoft College	06/10/2014 14:12	07/10/2014 07:03	00:00	16:51	Telco Equipment	Faulty interface on Telco router
East Norfolk Sixth Form College	06/10/2014 14:12	07/10/2014 07:03	00:00	16:51	Telco Equipment	Faulty interface on Telco router
Lowestoft Sixth Form College	06/10/2014 14:12	07/10/2014 07:03	00:00	16:51	Telco Equipment	Faulty interface on Telco router
Buckinghamshire New University, via Milton Keynes	09/10/2014 00:45	09/10/2014 00:59	00:00	00:14	Unknown	Unknown
The Babraham Institute, via Cambridge	13/10/2014 16:11	13/10/2014 17:17	00:00	01:06	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Great Yarmouth College	14/10/2014 16:09	14/10/2014 17:44	00:00	01:35	Denial of Service	DOS Attack
Anglia Ruskin University, Chelmsford Campus	13/10/2014 09:11	17/10/2014 06:35	00:00	21:24	Customer Equipment	Site firewall issue
Buckinghamshire New University, via Milton Keynes	20/10/2014 13:59	20/10/2014 14:42	00:00	00:43	Customer Environment	Site power issues
East Norfolk Sixth Form College	25/10/2014 08:39	25/10/2014 11:23	00:00	02:44	Customer Scheduled Maintenance	Scheduled maintenance
West Suffolk College	31/10/2014 16:40	31/10/2014 16:52	00:00	00:12	Customer Unscheduled Maintenance	Unscheduled maintenance