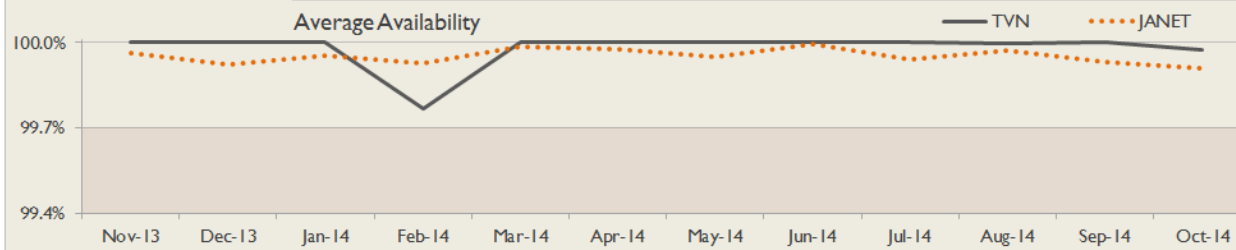# janet

TVN Service Report

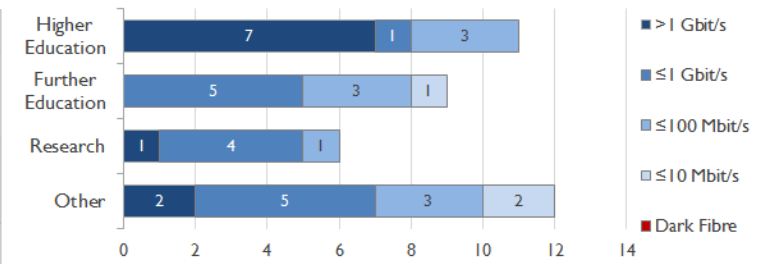October 2014

Service Reliability

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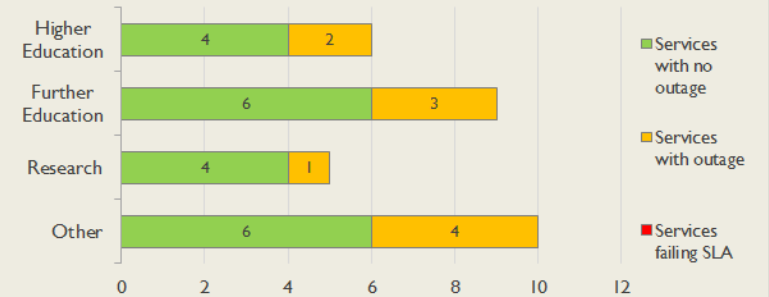
Average Availability

Legend: TVN — JANET

Y-axis: 100.0%, 99.7%, 99.4%
X-axis: Nov-13, Dec-13, Jan-14, Feb-14, Mar-14, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14

Connections in TVN by Bandwidth

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

Category	>1 Gbit/s	≤1 Gbit/s	≤100 Mbit/s	≤10 Mbit/s
Higher Education	7	1	3	
Further Education		5	3	1
Research	1	4	1	
Other	2	5	3	2

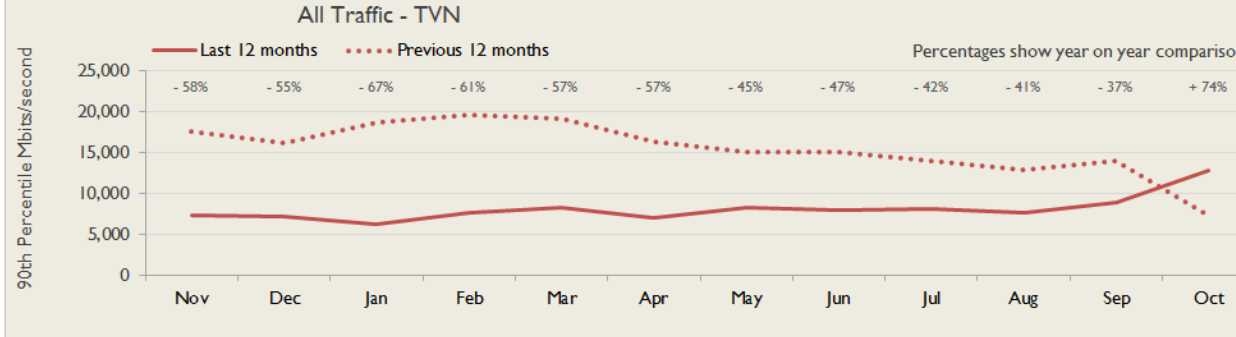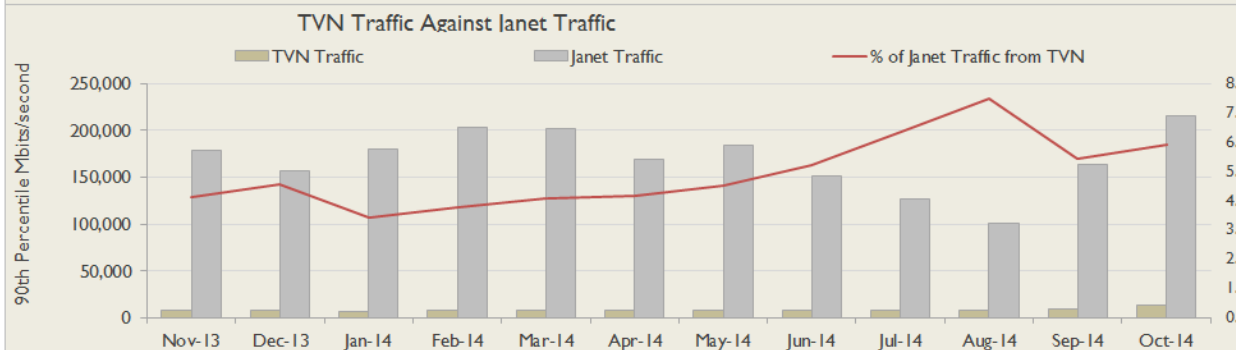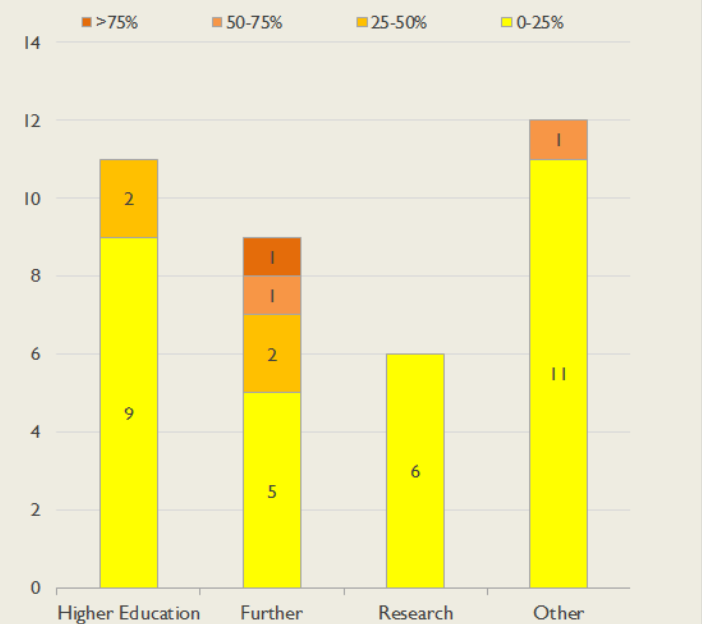|	Average Availability of All Services in TVN			Average Availability of All Services in Janet			
Oct 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Oct 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	12	99.98%	116	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	
4h 10m		0.23		5h 05m		0.75	
Based on 14 faults over the last 24 months				Based on 1467 faults over the last 24 months			

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

TVN Service Outages - Last 12 Months

Legend: Services with no outage, Services with outage, Services failing SLA

Category	Services with no outage	Services with outage
Higher Education	4	2
Further Education	6	3
Research	4	1
Other	6	4

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 - TVN

Legend: Last 12 months, Previous 12 months — Percentages show year on year comparison

Percentages: - 58%, - 55%, - 67%, - 61%, - 57%, - 57%, - 45%, - 47%, - 42%, - 41%, - 37%, + 74%

Y-axis: 90th Percentile Mbits/second — 0, 5,000, 10,000, 15,000, 20,000, 25,000
X-axis: Nov, Dec, Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct

TVN Traffic Against Janet Traffic

Legend: TVN Traffic, Janet Traffic, % of Janet Traffic from TVN

Y-axis (left): 90th Percentile Mbits/second — 0, 50,000, 100,000, 150,000, 200,000, 250,000
Y-axis (right): 0.0%, 1.0%, 2.0%, 3.0%, 4.0%, 5.0%, 6.0%, 7.0%, 8.0%
X-axis: Nov-13, Dec-13, Jan-14, Feb-14, Mar-14, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14

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

Legend: >75%, 50-75%, 25-50%, 0-25%

Category	>75%	50-75%	25-50%	0-25%
Higher Education			2	9
Further Education	1	1	2	5
Research				6
Other		1		11

Y-axis: 0, 2, 4, 6, 8, 10, 12, 14

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
Abingdon and Witney College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Activate Learning, Oxford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	>99.99%
Activate Learning, Reading College Campus	100%	100%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Aylesbury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Buckinghamshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Buckinghamshire New University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Defence Academy of the United Kingdom	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
European Centre for Medium-Range Weather Forecasts	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Collections and Janet Limited, North Leigh	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	>99.99%
Medical Research Council, David Phillips Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.18%	99.93%
Medical Research Council, MRC Harwell	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, CEH, Wallingford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, Joint Research Council HQ	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College Swindon	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newbury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oxford Brookes University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oxfordshire County Council	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
Reading Borough Council, Personal & Community Development	100%	100%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Royal Borough of Windsor and Maidenhead, Tinkers Lane	100%	100%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Royal Borough of Windsor and Maidenhead, York Stream House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	>99.99%
Science and Technology Facilities Council, Rutherford Appleton Laboratory	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Slough Borough Council, Personal & Community Development	100%	100%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Swindon College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Henley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Reading	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Reading, Henley Business School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United Kingdom Atomic Energy Authority, Culham Science Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Oxford	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	>99.99%
University of Oxford, Bodleian Facility						100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Oxford, Institute for Reproductive Services	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	>99.99%

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
Natural Environment Research Council, Joint Research Council HQ, North Star House	08/10/2014 00:18	08/10/2014 01:54	00:00	01:36	Telco Scheduled Maintenance	Scheduled maintenance
Natural Environment Research Council, Joint Research Council HQ, North Star House	08/10/2014 01:54	08/10/2014 11:30	00:00	09:36	Customer Equipment	Router needed a reboot after maintenance
European Centre for Medium-Range Weather Forecasts, via Neos	08/10/2014 14:12	08/10/2014 14:26	00:00	00:14	Customer Scheduled Maintenance	Scheduled maintenance
Natural Environment Research Council, Joint Research Council HQ, Polaris House	08/10/2014 23:07	08/10/2014 23:35	00:00	00:28	Unknown	Unknown
Medical Research Council, David Phillips Building	09/10/2014 14:03	09/10/2014 20:10	00:00	06:07	Telco Equipment	Faulty telco power supply unit
Defence Academy of the United Kingdom	10/10/2014 00:07	10/10/2014 00:41	00:00	00:34	Telco Scheduled Maintenance	Telco Scheduled Maintenance
Defence Academy of the United Kingdom	18/10/2014 09:24	19/10/2014 10:39	00:00	01:15	Customer Unscheduled Maintenance	Unscheduled maintenance
Medical Research Council, David Phillips Building	28/10/2014 12:33	29/10/2014 11:19	00:00	22:46	Customer Equipment	Faulty PDU