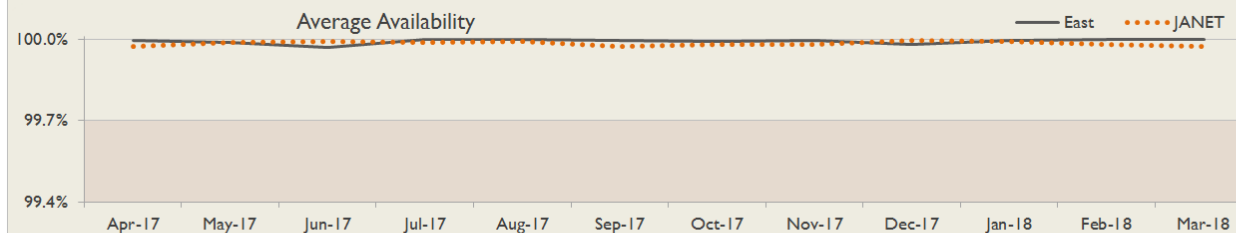# janet
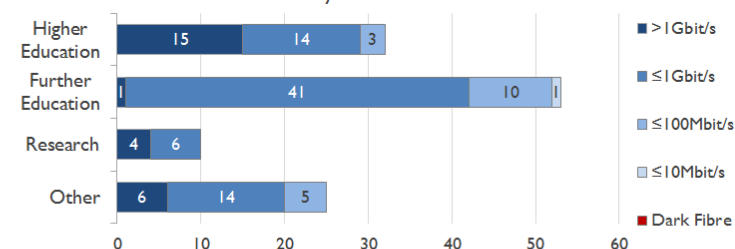
East Service Report

March 2018

Jisc

Service Reliability

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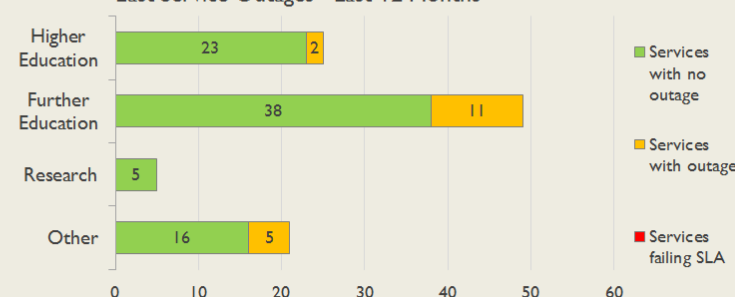
Average Availability

East ⋯⋯ JANET

	Average Availability of All Services in East			Average Availability of All Services in Janet			
Mar 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	0	>99.99%	39	99.97%	11	99.98%	82
Mean Time to Repair	Average Faults per Service per Year			Mean Time to Repair	Average Faults per Service per Year		
2h 40m	0.38			4h 57m	0.38		
Based on 77 faults over the last 24 months				Based on 875 faults over the last 24 months			

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

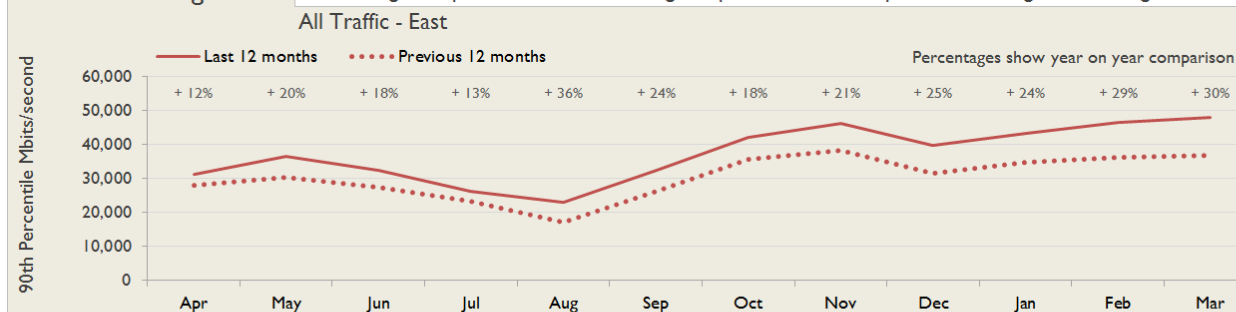### Connections in East by Contractual Bandwidth

Higher Education: 15, 14, 3
Further Education: 1, 41, 10, 1
Research: 4, 6
Other: 6, 14, 5

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

East Service Outages - Last 12 Months

Higher Education: 23, 2
Further Education: 38, 11
Research: 5
Other: 16, 5

■ Services with no outage
■ Services with outage
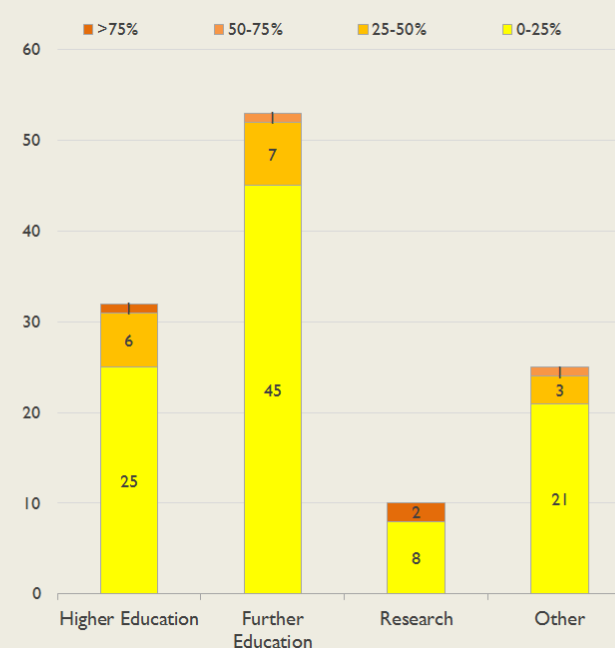■ Services failing SLA

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 - East

Last 12 months ⋯⋯ Previous 12 months   Percentages show year on year comparison

+ 12% + 20% + 18% + 13% + 36% + 24% + 18% + 21% + 25% + 24% + 29% + 30%

90th Percentile Mbits/second

East Traffic Against Janet Traffic

■ East Traffic   ■ Janet Traffic   — % of Janet Traffic from East

90th Percentile Mbits/second

% Utilisation of Available Contractual Bandwidth at 90th Percentile

■ >75%   ■ 50-75%   ■ 25-50%   ■ 0-25%

Higher Education: 25, 6, 1
Further Education: 45, 7, 1
Research: 8, 2
Other: 21, 3, 1
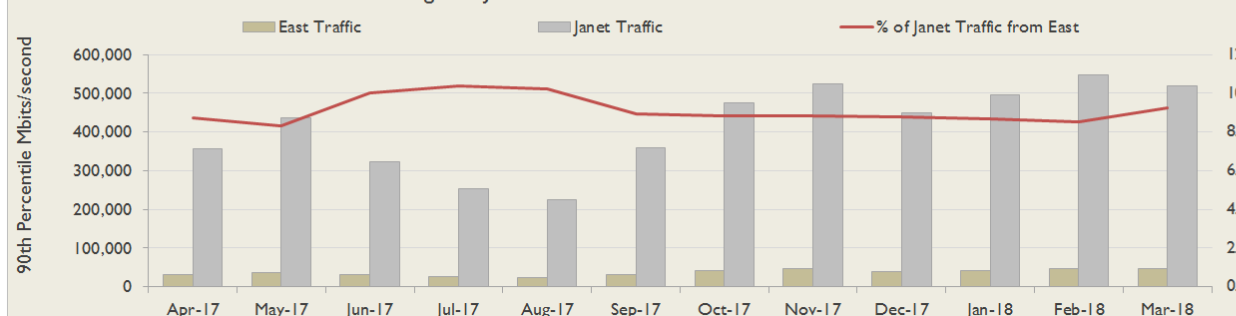
Service Availability

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 agenst its availability figures

Service	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	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%	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%
Brunel University London, National Structural Integrity Research Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cambridge Regional College, Cambridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cambridge Regional College, Huntingdon Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Central Bedfordshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chelmsford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Norwich	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Norwich, via Norwich	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Norwich, via Telehouse West	100%	**99.87%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.99%**
Colchester Institute, Braintree Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute, Colchester Campus [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute, Colchester Campus [2]	100%	100%	100%	100%	100%	100%	100%	**99.90%**	100%	100%	100%	100%	**>99.99%**

Service	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	12 Month Rolling Availability
Cranfield University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Norfolk Sixth Form College	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, 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%	98.98%	100%	100%	100%	100%	100%	99.92%
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 - Bayard Place	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%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Thurrock Council, Grays	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
East of England Broadband Network, Thurrock Council, Tilbury	100%	100%	97.24%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.77%
Easton and Otley College, Easton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Easton and Otley College, Otley Campus	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%	100%	100%	100%	100%	100%	100%	100%
European Bioinformatics Institute *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GÉANT Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	12 Month Rolling Availability
Genome Research Limited, Wellcome Trust Sanger Institute *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Great Yarmouth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harlow College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hertford Regional College, Broxbourne Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hertford Regional College, Ware Campus	100%	**99.87%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.99%**
Hertfordshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hills Road Sixth Form 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%
Jisc Commercial Limited, Vergis							100%	100%	100%	100%	100%	100%	<12 Months
LifeArc, Stevenage Bioscience Catalyst	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%	**99.87%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.99%**
Lowestoft Sixth Form College	100%	**99.87%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.99%**
Luton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes College, Bletchley 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 College, Silbury 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%
Moulton College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, British Antarctic Survey	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	12 Month Rolling Availability
NBI Partnership Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College Stamford, Drift Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northamptonshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Hertfordshire College, Hitchin Centre	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.71%	100%	100%	99.97%
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, St Albans Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oaklands College, Welwyn Garden City Campus	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%
Peterborough Regional College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	>99.99%
Prospects College of Advanced Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rothamsted Research Limited, Harpenden *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SEEVIC College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southend-on-Sea Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%	>99.99%
South Essex College of Further and Higher Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Suffolk New College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	>99.99%
Suffolk New College, via University of Essex	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Babraham Institute *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The College of West Anglia, King's Lynn Campus	99.41%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
The College of West Anglia, Wisbech Campus	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	>99.99%

Service	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	12 Month Rolling Availability
The Congregation Of The Daughters Of The Cross Of Liege	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Cambridge	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Milton Keynes *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Sixth Form College, Colchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Buckingham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Northampton *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Thurrock Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tresham College of Further and Higher Education, Kettering Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TWI Ltd	100%	99.68%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
University of Bedfordshire, Bedford Campus	100%	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	99.84%
University of Bedfordshire, Luton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bedfordshire, Milton Keynes	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 Cambridge, William Gates Building	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%	99.98%	100%	100%	>99.99%
University of Edinburgh, Astronomy: 1GE Edinburgh to Cambridge JLPID:1025										100%	100%	100%	100%	<12 Months
University of Essex *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Colchester Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Social Science Research Centre Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	12 Month Rolling Availability
University of Essex, Southend Campus, Gateway Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Southend Campus, University Square	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Hertfordshire *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Suffolk Limited, Perry Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Herts College, Dacorum Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Herts College, Watford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College, Additional Connection	100%	99.87%	100%	100%	100%	99.47%	100%	100%	100%	100%	100%	100%	99.94%
Workers' Educational Association, Eastern	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Writtle University College	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
Colchester Institute, Braintree Campus, via Telehouse West	29/03/2018 00:09	29/03/2018 02:20	00:00	02:11	Telco Scheduled Maintenance	Scheduled Optical Maintenance
Easton and Otley College, Easton Campus	22/03/2018 23:00	23/03/2018 01:27	00:00	02:27	Telco Emergency Maintenance	Router maintenance
Hills Road Sixth Form College	27/03/2018 08:35	27/03/2018 08:46	00:00	00:11	Regional Network Emergency Maintenance	Emergency Optical maintenance
Norwich University of the Arts	19/03/2018 11:25	19/03/2018 12:08	00:00	00:43	Telco Other	Crashed NTE
City College Norwich	21/03/2018 22:04	21/03/2018 22:23	00:00	00:19	Telco Emergency Maintenance	Emergency Fibre Maintenance
University of Essex, Southend Campus, Gateway Building	07/03/2018 22:24	07/03/2018 22:55	00:00	00:31	Telco Emergency Maintenance	Telco maintenance to divert around roadworks
The Buckinghamshire College Group, Aylesbury College, via Telehouse	20/03/2018 02:37	20/03/2018 03:09	00:00	00:32	Unknown reason for outage	Unknown
The Buckinghamshire College Group, Aylesbury College, via Telehouse	26/03/2018 23:07	26/03/2018 23:36	00:00	00:29	Telco Unscheduled Maintenance	Unscheduled telco router maintenance
Colchester Institute, Colchester Campus [1], via University of Essex	02/03/2018 21:20	02/03/2018 23:44	00:00	02:24	Customer Environment	Power issues at Colchester Institute, Colchester
Southend-on-Sea Borough Council, Personal & Community Development	08/03/2018 22:31	08/03/2018 23:02	00:00	00:31	Telco Unscheduled Maintenance	Telco maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
East of England Broadband Network, Bedford Borough Council, Borough Hall Failover	17/03/2018 10:31	17/03/2018 11:34	00:00	01:03	Customer Environment	Power issues affecting Bedford Borough Council
East of England Broadband Network, Bedford Borough Council, Borough Hall	17/03/2018 10:31	17/03/2018 11:34	00:00	01:03	Customer Environment	Power issues affecting Bedford Borough Council
East of England Broadband Network, Southend on Sea Borough Council, via Anglia Ruskin	07/03/2018 22:24	07/03/2018 22:55	00:00	00:31	Telco Emergency Maintenance	Telco maintenance to divert around roadworks
University of Essex, Social Science Research Centre Building	21/03/2018 11:51	21/03/2018 12:04	00:00	00:13	Customer Environment	Customer power supply issue
University of Essex, Loughton Campus	07/03/2018 06:22	07/03/2018 06:49	00:00	00:27	Customer Unscheduled Maintenance	Customer unscheduled maintenance
City College Norwich, via Telehouse West	29/03/2018 00:09	29/03/2018 02:20	00:00	02:11	Telco Scheduled Maintenance	Scheduled Optical Maintenance
LifeArc, Stevenage Bioscience Catalyst	09/03/2018 18:35	11/03/2018 12:54	00:00	42:19	Customer Scheduled Maintenance	Customer scheduled power maintenance