

janet

East Service Report

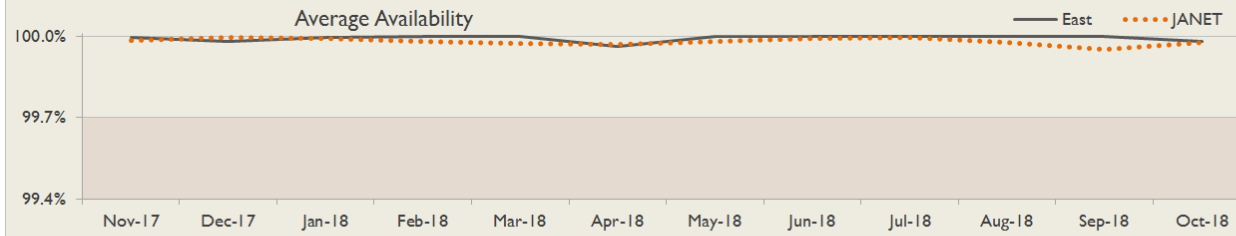
October 2018

The Jisc logo consists of the word "Jisc" in a white, sans-serif font, centered within a solid orange square.

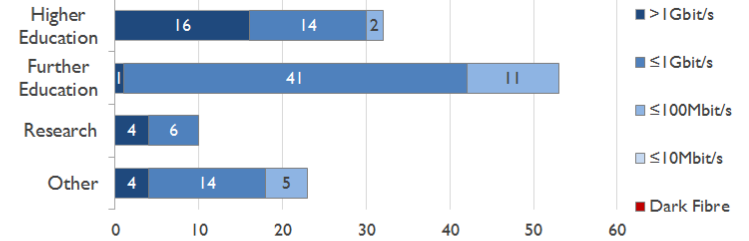
Jisc

Service Reliability

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

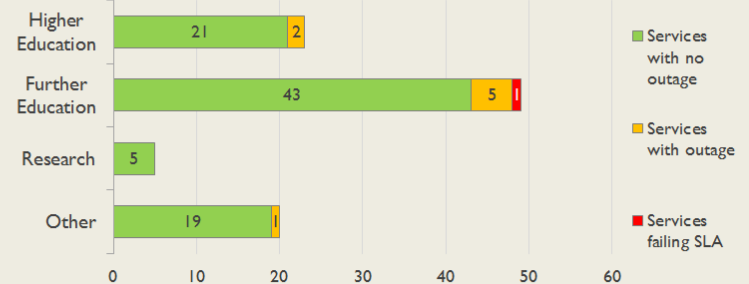


Connections in East by Contractual Bandwidth



| Average Availability of All Services in East | | | | Average Availability of All Services in Janet | | | |
|--|--|-------------------------------------|--|---|--|-------------------------------------|--|
| Oct 2018 | Equivalent Unavailability in Minutes per Service | 12 Months Rolling | Equivalent Unavailability in Minutes per Service | Oct 2018 | Equivalent Unavailability in Minutes per Service | 12 Months Rolling | Equivalent Unavailability in Minutes per Service |
| 99.98% | 8 | >99.99% | 36 | 99.98% | 11 | 99.98% | 100 |
| Mean Time to Repair | | Average Faults per Service per Year | | Mean Time to Repair | | Average Faults per Service per Year | |
| 2h 44m | | 0.24 | | 4h 36m | | 0.35 | |
| Based on 48 faults over the last 24 months | | | | Based on 824 faults over the last 24 months | | | |

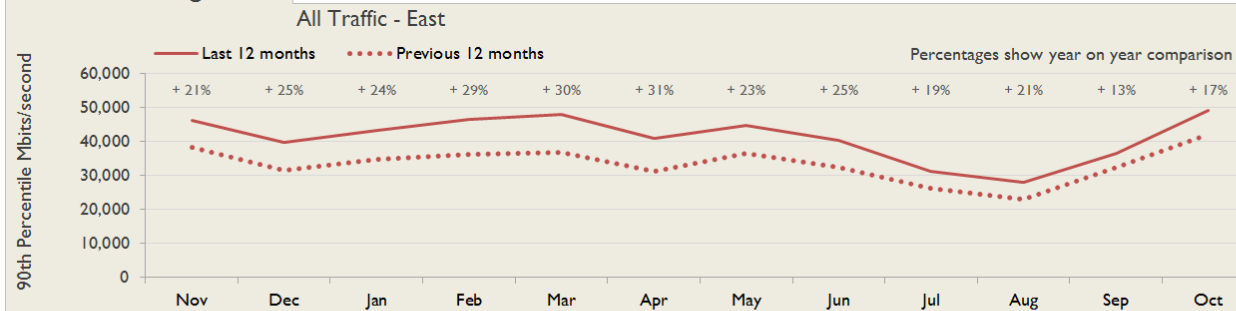
East Service Outages - Last 12 Months



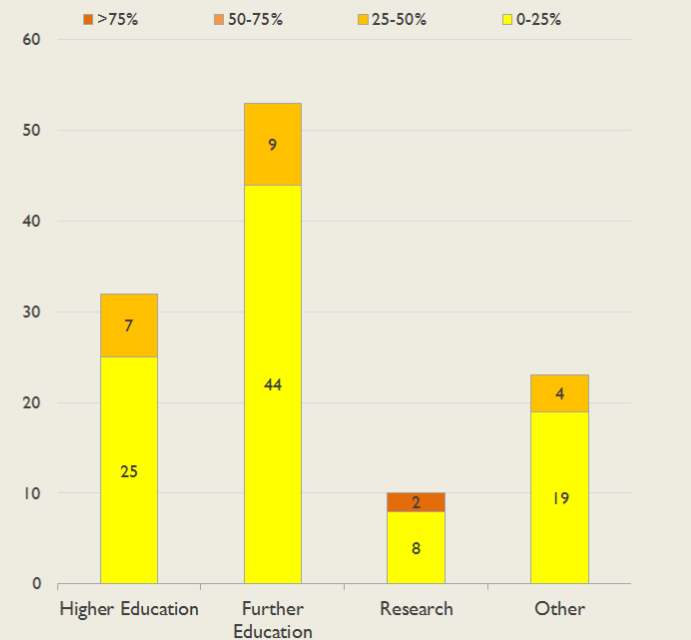
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

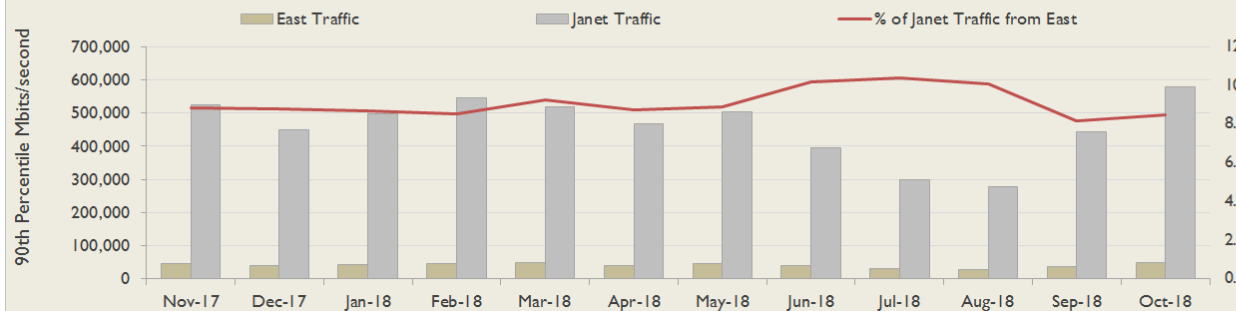
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



East Traffic Against Janet Traffic



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 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 | Aug 18 | Sep 18 | Oct 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% | 96.08% | 100% | 100% | 100% | 100% | 100% | 100% | 99.67% |
| 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% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 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] | 99.90% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.56% | 99.96% |

| Service | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 | Aug 18 | Sep 18 | Oct 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% | 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, Thurrock Council, Grays | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| East of England Broadband Network, Thurrock Council, Tilbury | 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% |
| 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% |
| GEANT Limited * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Genome Research Limited, Wellcome Trust Sanger Institute * | 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% |

| Service | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 | Aug 18 | Sep 18 | Oct 18 | 12 Month Rolling Availability |
|--|--------|--------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| Hertford Regional College, Ware Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 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% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 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% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Lowestoft College, Great Yarmouth College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Lowestoft Sixth Form College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 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% |
| 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% | 100% | 99.71% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.98% |

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|---|---------------|--------|--------|--------|---------------|--------|--------|--------|--------|--------|--------|---------------|-------------------------------|
| 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 | 99.90% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.56% | 99.96% |
| 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% | 99.93% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | >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 | 99.90% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.56% | 99.96% |
| 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 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The College of West Anglia, Wisbech Campus | 99.90% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.56% | 99.96% |
| 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, 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% |

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|---|--------|---------------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| 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% |
| The University of Northampton, Waterside Campus | | | | | | | | | 100% | 100% | 100% | 100% | <12 Months |
| 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% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University College London, Clare Hall Laboratory | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| University of Bedfordshire, Bedford Campus | 100% | 98.11% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 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 East Anglia, Norwich Campus * | 100% | 100% | 99.98% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| University of Edinburgh, Astronomy: IGE Edinburgh to Cambridge JLPID:1025 | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 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% |
| 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% |

| Service | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 | Aug 18 | Sep 18 | Oct 18 | 12 Month Rolling Availability |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| 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% | 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 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 |
|---|---------------------|-------------------|---------------|----------------|----------------------------------|--------------------------------------|
| Easton and Otley College, Otley Campus | 20/10/2018 22:26 | 21/10/2018 01:15 | 00:00 | 02:49 | Unknown reason for outage | Unknown |
| South Essex College of Further and Higher Education | 27/10/2018 08:29 | 27/10/2018 12:23 | 00:00 | 03:54 | Customer Scheduled Maintenance | Customer scheduled power maintenance |
| University of Hertfordshire, via Telehouse | 27/10/2018 09:38 | 27/10/2018 12:34 | 00:00 | 02:56 | Customer Unscheduled Maintenance | Unscheduled firewall maintenance |
| University of Hertfordshire, via Cambridge | 27/10/2018 09:38 | 27/10/2018 12:34 | 00:00 | 02:56 | Customer Unscheduled Maintenance | Unscheduled firewall maintenance |
| The Buckinghamshire College Group, Aylesbury College, via Telehouse | 08/10/2018 17:30 | 08/10/2018 19:36 | 00:00 | 02:06 | Telco Equipment | UPS failure |
| Peterborough Regional College, Additional Connection | 15/10/2018 16:04 | 15/10/2018 18:46 | 00:00 | 02:42 | Telco Equipment | Power supply failure |
| Peterborough Regional College, Additional Connection | 15/10/2018 20:17 | 15/10/2018 20:50 | 00:00 | 00:33 | Telco Equipment | Telco power breaker fault |
| Suffolk New College, via Teledcity Powergate | 15/10/2018 16:04 | 15/10/2018 18:46 | 00:00 | 02:42 | Telco Equipment | Power supply failure |
| Suffolk New College, via Teledcity Powergate | 15/10/2018 20:17 | 15/10/2018 20:50 | 00:00 | 00:33 | Telco Equipment | Telco power breaker fault |
| City College Norwich, via Telehouse West | 20/10/2018 14:05 | 22/10/2018 07:18 | 00:00 | 41:13 | Customer Environment | Customer power supply issue |

| Connection | Start Date and Time | End Date and Time | Parking hh:mm | Duration hh:mm | Fault Type | Description |
|---|---------------------|-------------------|---------------|----------------|--------------------------------|--------------------------------------|
| The College of West Anglia, Wisbech Campus | 15/10/2018 16:04 | 15/10/2018 18:46 | 00:00 | 02:42 | Telco Equipment | Power supply failure |
| The College of West Anglia, Wisbech Campus | 15/10/2018 20:17 | 15/10/2018 20:50 | 00:00 | 00:33 | Telco Equipment | Telco power breaker fault |
| Colchester Institute, Colchester Campus [2], via Teleticity Powergate | 15/10/2018 16:04 | 15/10/2018 18:46 | 00:00 | 02:42 | Telco Equipment | Power supply failure |
| Colchester Institute, Colchester Campus [2], via Teleticity Powergate | 15/10/2018 20:17 | 15/10/2018 20:50 | 00:00 | 00:33 | Telco Equipment | Telco power breaker fault |
| Prospects College of Advanced Technology | 06/10/2018 12:55 | 07/10/2018 12:47 | 00:00 | 23:52 | Customer Scheduled Maintenance | Customer scheduled power maintenance |