

# janet

East Service Report

September 2018

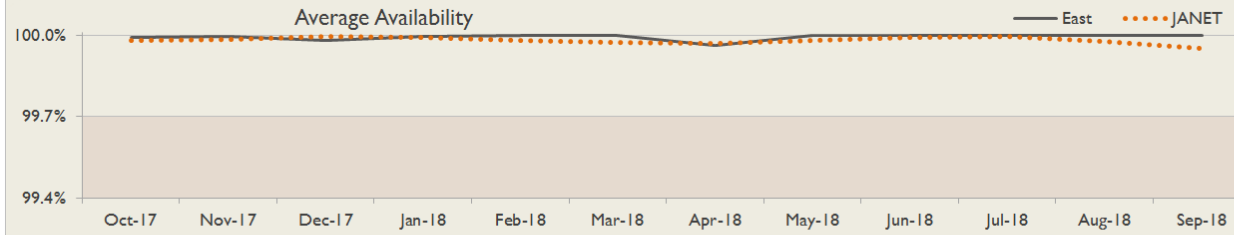
The Jisc logo consists of the word "Jisc" in a white, sans-serif font, centered within a solid orange square.

Jisc

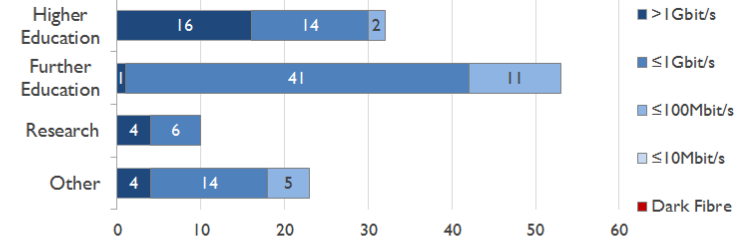


Service Reliability

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

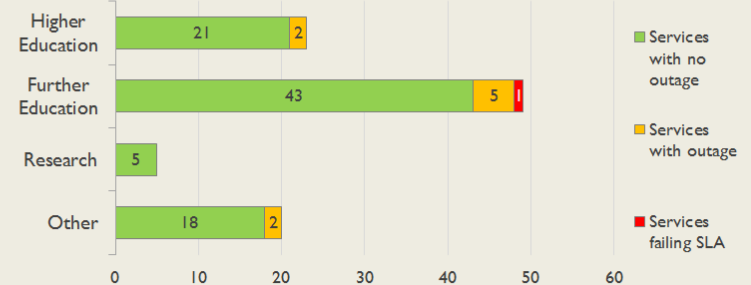


Connections in East by Contractual Bandwidth



Average Availability of All Services in East				Average Availability of All Services in Janet			
Sep 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Sep 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	33	99.95%	21	99.98%	97
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
3h 21m		0.21		5h 00m		0.33	
Based on 42 faults over the last 24 months				Based on 761 faults over the last 24 months			

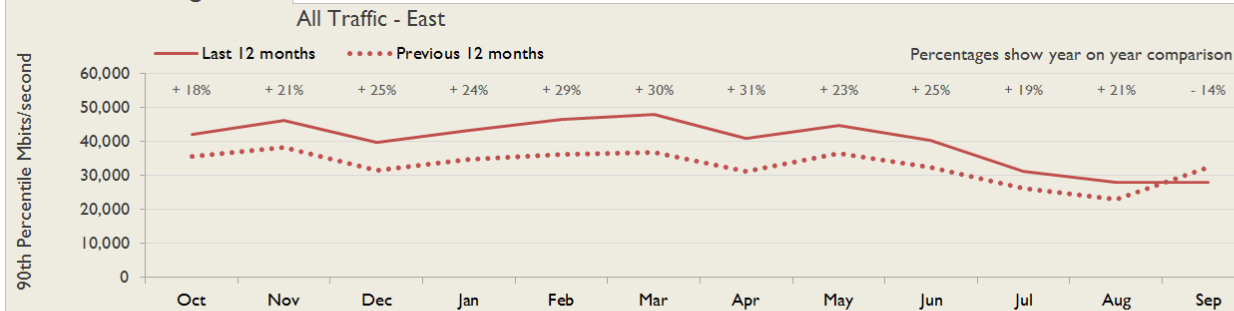
East Service Outages - Last 12 Months



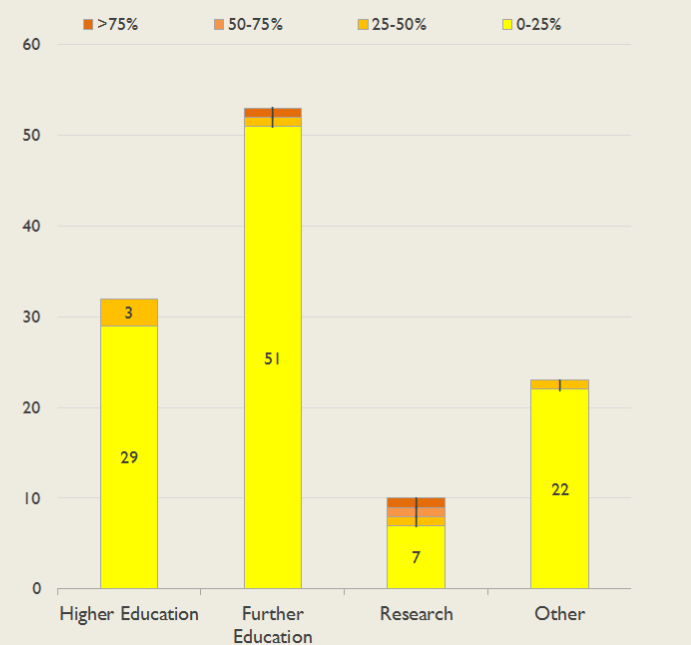
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

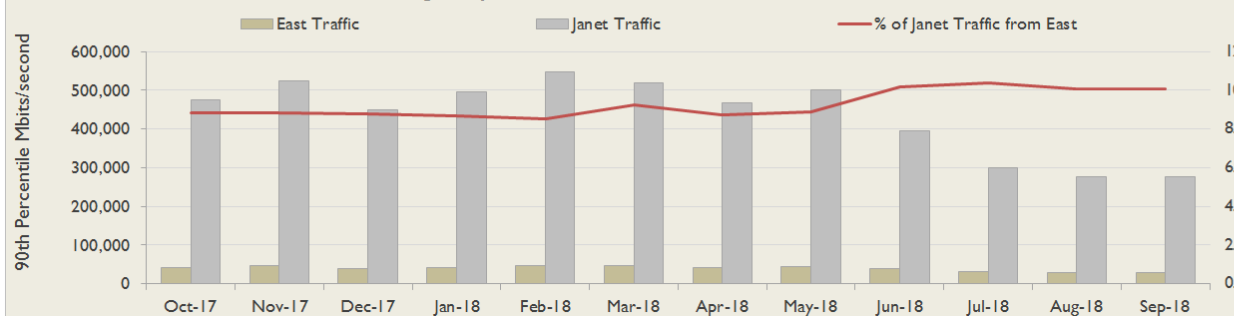
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% 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	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 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%	96.08%	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]	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%

Service	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 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	<b>98.98%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.92%</b>
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%
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%

Service	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	12 Month Rolling Availability
Hertford Regional College, Broxbourne Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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 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%	100%	<b>99.71%</b>	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.98%</b>

Service	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	12 Month Rolling Availability
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%	<b>99.90%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>&gt;99.99%</b>
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%	<b>99.93%</b>	100%	100%	100%	100%	100%	100%	<b>&gt;99.99%</b>
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%	<b>99.90%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>&gt;99.99%</b>
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	100%	<b>99.90%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>&gt;99.99%</b>
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%

Service	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	12 Month Rolling Availability
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%	<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%	<12 Months
University of Bedfordshire, Bedford Campus	100%	100%	98.11%	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%	100%	99.98%	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%	<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	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 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
Colchester Institute, Braintree Campus, via Telehouse West	18/09/2018 01:16	18/09/2018 01:36	00:00	00:20	Telco Scheduled Maintenance	Scheduled maintenance
Colchester Institute, Braintree Campus, via Telehouse West	21/09/2018 07:01	21/09/2018 07:26	00:00	00:25	Regional Network Scheduled Maintenance	Emergency software upgrade
Cranfield University, via Telehouse North	21/09/2018 07:01	21/09/2018 07:26	00:00	00:25	Regional Network Scheduled Maintenance	Emergency software upgrade
European Bioinformatics Institute, Genome Campus via Cambridge	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance
European Bioinformatics Institute, Genome Campus via Telehouse	06/09/2018 19:37	06/09/2018 20:09	00:00	00:32	Telco Emergency Maintenance	Emergency Telco fibre maintenance
European Bioinformatics Institute, Genome Campus via Telehouse	21/09/2018 07:20	21/09/2018 07:54	00:00	00:34	Regional Network Emergency Maintenance	Emergency maintenance
European Bioinformatics Institute, Hemel Hempstead Data Centre	21/09/2018 07:01	21/09/2018 07:26	00:00	00:25	Regional Network Scheduled Maintenance	Emergency software upgrade
Cambridge Regional College, Huntingdon Campus, via Telehouse West	18/09/2018 01:16	18/09/2018 01:36	00:00	00:20	Telco Scheduled Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Lowestoft College	26/09/2018 01:07	26/09/2018 01:41	00:00	00:34	Telco Emergency Maintenance	Emergency maintenance
University of East Anglia, Norwich Campus, via Telehouse West	21/09/2018 07:20	21/09/2018 07:54	00:00	00:34	Regional Network Emergency Maintenance	Emergency maintenance
University of East Anglia, Norwich Campus, via Telehouse West	25/09/2018 07:02	25/09/2018 07:44	00:00	00:42	Regional Network Scheduled Maintenance	Scheduled Maintenance Router
University of East Anglia, Norwich Campus, via Lowdham	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance
GEANT Limited, City House via Cambridge	06/09/2018 19:08	06/09/2018 20:03	00:00	00:55	Customer Unscheduled Maintenance	Site router maintenance
GEANT Limited, Clifton Court	03/09/2018 19:10	03/09/2018 19:29	00:00	00:19	Customer Unscheduled Maintenance	Unscheduled maintenance
GEANT Limited, Clifton Court	06/09/2018 19:08	06/09/2018 20:03	00:00	00:55	Customer Unscheduled Maintenance	Site router maintenance
NBI Partnership Limited, Data Centre	21/09/2018 07:20	21/09/2018 07:54	00:00	00:34	Regional Network Emergency Maintenance	Emergency maintenance
NBI Partnership Limited, Data Centre	25/09/2018 07:02	25/09/2018 07:44	00:00	00:42	Regional Network Scheduled Maintenance	Scheduled Maintenance Router

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
NBI Partnership Limited, John Innes Centre	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance
East of England Broadband Network, Southend on Sea Borough Council, via Anglia Ruskin	18/09/2018 13:34	19/09/2018 23:53	00:00	34:19	Telco Line	Fibre disconnected at telco exchange
East of England Broadband Network, Thurrock Council, Grays	21/09/2018 07:01	21/09/2018 07:26	00:00	00:25	Regional Network Scheduled Maintenance	Emergency software upgrade
Lowestoft Sixth Form College	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance
Rothamsted Research Limited, Harpenden	20/09/2018 11:05	20/09/2018 11:24	00:00	00:19	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
Rothamsted Research Limited, Harpenden	27/09/2018 10:43	27/09/2018 11:57	00:00	01:14	Customer Scheduled Maintenance	Customer scheduled maintenance
North Hertfordshire College, Hitchin Centre, via Telecity Powergate	18/09/2018 01:16	18/09/2018 01:36	00:00	00:20	Telco Scheduled Maintenance	Scheduled maintenance
North Hertfordshire College, Hitchin Centre, via Telecity Powergate	21/09/2018 07:01	21/09/2018 07:26	00:00	00:25	Regional Network Scheduled Maintenance	Emergency software upgrade
Genome Research Limited, Wellcome Trust Sanger Institute, via Telecity Powergate	06/09/2018 19:37	06/09/2018 20:09	00:00	00:32	Telco Emergency Maintenance	Emergency Telco fibre maintenance
Genome Research Limited, Wellcome Trust Sanger Institute, via Telecity Powergate	21/09/2018 07:01	21/09/2018 07:26	00:00	00:25	Regional Network	Emergency software upgrade

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Scheduled Maintenance	
Genome Research Limited, Wellcome Trust Sanger Institute, via Telehouse West	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance
Hertford Regional College, Ware Campus	18/09/2018 01:16	18/09/2018 01:36	00:00	00:20	Telco Scheduled Maintenance	Scheduled maintenance
Hertford Regional College, Ware Campus	21/09/2018 07:01	21/09/2018 07:26	00:00	00:25	Regional Network Scheduled Maintenance	Emergency software upgrade
West Suffolk College, Additional Connection, via Telecite Powergate	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance
Peterborough Regional College, Additional Connection	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance
Suffolk New College, via Telecite Powergate	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance
City College Norwich, via Telehouse West	18/09/2018 01:16	18/09/2018 01:36	00:00	00:20	Telco Scheduled Maintenance	Scheduled maintenance
City College Norwich, via Telehouse West	21/09/2018 07:01	21/09/2018 07:26	00:00	00:25	Regional Network Scheduled Maintenance	Emergency software upgrade

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	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance
Colchester Institute, Colchester Campus [2], via Telecity Powergate	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance
Prospects College of Advanced Technology	21/09/2018 18:50	22/09/2018 12:54	00:00	18:04	Customer Scheduled Maintenance	Site power maintenance
Jisc Commercial Limited, Vergis	24/09/2018 14:06	24/09/2018 14:21	00:00	00:15	Unknown reason for outage	Unknown