



## Kent Service Report

April 2018





## Service Reliability

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



Average Availability of All Services in Kent				Average Availability of All Services in Janet			
Apr 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Apr 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.98%	11	>99.99%	20	99.97%	13	99.98%	86
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
1h 39m		0.11		4h 59m		0.36	
Based on 7 faults over the last 24 months				Based on 835 faults over the last 24 months			

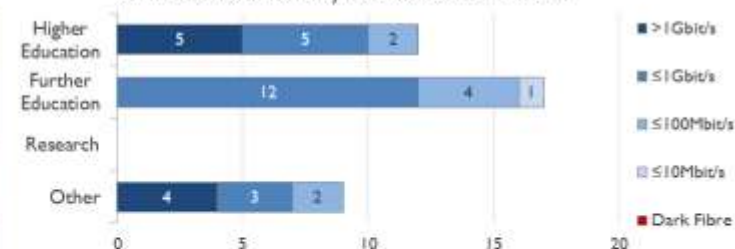
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

## 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



## Connections in Kent by Contractual Bandwidth



## Kent Service Outages - Last 12 Months



## % Utilisation of Available Contractual Bandwidth at 90th Percentile



## 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	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	12 Month Rolling Availability
Canterbury Christ Church University, Broadstairs Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Canterbury Christ Church University, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Canterbury Christ Church University, Cornwallis Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Canterbury College, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Canterbury College, Sheppy Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Kent College, Broadstairs Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Kent College, Dover Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Kent College, Folkestone Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hadlow College, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hadlow College, Greenwich Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hadlow College, Hadlow Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hadlow College, Mottingham Campus	100%	100%	100%	100%	100%	99.96%	100%	100%	100%	99.83%	100%	100%	99.98%
Hilderstone College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kent County Council *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kent County Council, Data Centre *						100%	100%	100%	100%	100%	100%	100%	<12 Months
Medway Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MidKent College, Maidstone Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MidKent College, Ormskirk	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NIAB	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Kent College, Dartford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Kent College, Gravesend Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.20%	99.93%
The London Institute of Banking & Finance, Kent Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Rochester Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	12 Month Rolling Availability
University of Greenwich, The Universities at Medway	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Kent, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Kent, CCCU Rochester House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Kent, Tonbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of London, Maidstone Studios	100%	99.56%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
West Kent and Ashford College, Ashford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Kent and Ashford College, Tonbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Southern	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
Hadlow College, Mottingham Campus	20/04/2018 00:25	20/04/2018 00:38	00:00	00:13	Unknown reason for outage	Unknown
Hadlow College, Mottingham Campus	25/04/2018 15:43	25/04/2018 15:57	00:00	00:14	Unknown reason for outage	Unknown
Canterbury College, Sheppy Campus	12/04/2018 10:57	12/04/2018 11:27	00:00	00:30	Customer Unscheduled Maintenance	Power maintenance - Canterbury College, Sheppey
East Kent College, Broadstairs Campus	06/04/2018 18:22	06/04/2018 20:41	00:00	02:19	Customer Scheduled Maintenance	Customer scheduled power maintenance
North Kent College, Gravesend Campus	04/04/2018 09:05	04/04/2018 15:19	00:30	05:44	Telco Line	Faulty fibre connector at BT Exchange

## Link Utilisation of Contractual Bandwidth

The table shows utilisation at the 90th percentile, i.e. for 90% of the samples within the period the traffic was at or below the level shown and for 10% of the samples traffic was above the level shown. The figure therefore gives a reasonable indication of the loading of the connection during the busiest periods. The measurements are shown as a percentage of the available contractual bandwidth, and only the highest of the to/from readings for the month is used.

Connection	Current Bandwidth	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Canterbury Christ Church University, Broadstairs Campus	1Gbit/s	3%	2%	2%	2%	3%	3%	3%	2%	3%	3%	3%	3%
Canterbury Christ Church University, Canterbury Campus	4Gbit/s	9%	7%	7%	6%	28%	34%	37%	33%	28%	35%	35%	32%
Canterbury Christ Church University, Cornwallis Building	4Gbit/s	1%	<0.5%	1%	<0.5%	<0.5%	<0.5%	1%	1%	1%	<0.5%	1%	<0.5%
Canterbury College, Canterbury Campus	1Gbit/s	28%	20%	6%	4%	17%	22%	25%	15%	26%	20%	25%	20%
Canterbury College, Sheppy Campus	100Mbit/s	17%	13%	3%	2%	9%	<0.5%	<0.5%	<0.5%	<0.5%			
East Kent College, Broadstairs Campus	1Gbit/s	3%	3%	1%	1%	3%	3%	3%	1%	4%	3%	4%	2%
East Kent College, Dover Campus	1Gbit/s											<0.5%	<0.5%
East Kent College, Folkestone Campus	1Gbit/s	6%	6%	2%	2%	6%	6%	8%	6%	9%	8%	9%	7%
Hadlow College, Canterbury Campus	100Mbit/s	12%	13%	2%	1%	10%	13%	15%	3%	15%	9%	14%	10%
Hadlow College, Greenwich Campus	100Mbit/s	4%	3%	1%	1%	3%	4%	5%	1%	5%	4%	4%	3%
Hadlow College, Hadlow Campus	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Hadlow College, Mottingham Campus	100Mbit/s	16%	11%	2%	1%	8%	14%	16%	2%	15%	10%	15%	8%
Hilderstone College	100Mbit/s	1%	1%	1%	1%	1%	1%	1%	1%	42%	50%	1%	1%
Kent County Council, Canterbury (1)	2Gbit/s	160%	142%	126%	13%	73%	72%	86%	87%	87%	86%	89%	74%
Kent County Council, Canterbury (2)	2Gbit/s	6%	5%	4%	3%	1%	1%	2%	1%	2%	2%	1%	<0.5%
Kent County Council, Data Centre, MSER via Canterbury	1Gbit/s						<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Kent County Council, Data Centre, MSER via Maidstone	1Gbit/s						<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Kent County Council, Maidstone (1)	10Gbit/s	19%	18%	17%	6%	20%	21%	24%	23%	24%	24%	24%	21%
Kent County Council, Maidstone (2)	1Gbit/s	20%	19%	18%	8%	21%	22%	24%	25%	27%	28%	30%	27%
London South East Colleges, Orpington Campus	1Gbit/s							3%	2%	3%	3%	3%	2%
Medway Council	10Gbit/s	27%	21%	21%	7%	22%	717%	25%	27%	3%	3%	3%	2%
MidKent College, Maidstone Campus	1Gbit/s	16%	14%	1%	1%	8%	12%	13%	7%	14%	12%	13%	8%
MidKent College, Ormskirk, Medway Campus	1Gbit/s	28%	26%	11%	5%	17%	20%	23%	16%	24%	20%	21%	14%
NIAB	100Mbit/s	22%	19%	22%	23%	26%	90%	45%	33%	26%	25%	77%	64%
North Kent College, Dartford Campus	1Gbit/s	24%	16%	3%	3%	13%	21%	24%	20%	24%	24%	26%	16%

Connection	Current Bandwidth	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
North Kent College, Gravesend Campus	1Gbit/s	8%	6%	2%	1%	5%	7%	9%	8%	10%	9%	10%	7%
The London Institute of Banking & Finance, Kent Campus	40Mbit/s	30%	29%	29%	29%	34%	43%	44%	42%	48%	45%	44%	41%
University for the Creative Arts, Canterbury Campus	1Gbit/s	6%	2%	2%	2%	6%	8%	10%	6%	9%	9%	8%	10%
University for the Creative Arts, Rochester Campus	1Gbit/s	7%	3%	2%	2%	7%	10%	9%	6%	8%	8%	9%	9%
University for the Creative Arts, Rochester Campus	1Gbit/s												<0.5%
University of Greenwich, The Universities at Medway	2Gbit/s	6%	6%	6%	6%	6%	9%	9%	7%	8%	8%	9%	7%
University of Kent, Canterbury Campus	10Gbit/s	41%	33%	10%	10%	37%	14633%	49%	46%	49%	48%	50%	33%
University of Kent, CCCU Rochester House	10Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
University of Kent, Tonbridge Campus	100Mbit/s	<0.5%	<0.5%	2%	1%	<0.5%	<0.5%	<0.5%	<0.5%	1%	<0.5%	<0.5%	<0.5%
University of London, Maidstone Studios	1Gbit/s	26%	27%	27%	28%	28%	28%	27%	27%	31%	34%	31%	29%
West Kent and Ashford College, Ashford Campus	1Gbit/s	2%	1%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
West Kent and Ashford College, Tonbridge Campus	1Gbit/s	12%	8%	2%	2%	7%	12%	17%	3%	17%	13%	15%	11%
Workers' Educational Association, Southern	10Mbit/s								4%	6%	5%	5%	6%