



## Kent Service Report

April 2019





## Service Reliability

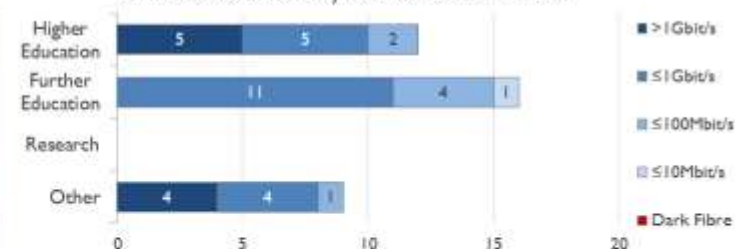
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



Average Availability of All Services in Kent				Average Availability of All Services in Janet			
Apr 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Apr 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.98%	94	99.95%	23	99.97%	151
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 26m		0.15		5h 30m		0.34	
Based on 9 faults over the last 24 months				Based on 813 faults over the last 24 months			

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

## Connections in Kent by Contractual Bandwidth



## Kent Service Outages - Last 12 Months



## Connection Usage

Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



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



## Kent 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	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	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%
East Kent College, Broadstairs Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Kent College, Canterbury Campus							100%	100%	100%	100%	100%	100%	<12 Months
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%
East Kent College, Sheppy 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%	98.90%	100%	100%	100%	100%	100%	100%	100%	99.91%
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%	98.90%	100%	100%	100%	100%	100%	100%	100%	99.91%
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%	100%	100%	100%	100%	100%	100%
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%	95.91%	100%	100%	100%	100%	100%	99.86%	100%	99.65%
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%	100%	100%
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 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	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%	100%	<b>99.81%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.98%</b>
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, Greenwich Campus	15/04/2019 00:15	15/04/2019 01:30	00:00	01:15	Unknown reason for outage	No response from customer

## 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-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
Canterbury Christ Church University, Broadstairs Campus	1Gbit/s	3%	1%	6%	1%	<0.5%	1%	1%	1%	1%	1%	1%	<0.5%
Canterbury Christ Church University, Canterbury Campus	4Gbit/s	30%	14%	9%	6%	35%	38%	40%	34%	31%	39%	39%	33%
Canterbury Christ Church University, Cornwallis Building	4Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	1%	1%	1%	<0.5%	1%	<0.5%	<0.5%	<0.5%
East Kent College, Broadstairs Campus	1Gbit/s	4%	4%	1%	1%	3%	4%	4%	4%	4%	4%	4%	2%
East Kent College, Canterbury Campus	1Gbit/s							27%	26%	29%	28%	30%	19%
East Kent College, Dover 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%
East Kent College, Folkestone Campus	1Gbit/s	9%	9%	3%	3%	7%	9%	10%	9%	9%	9%	9%	6%
East Kent College, Sheppy Campus	100Mbit/s						<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Hadlow College, Canterbury Campus	100Mbit/s	16%	18%	5%	2%	8%	11%	13%	5%	15%	13%	16%	10%
Hadlow College, Greenwich Campus	100Mbit/s	5%	4%	2%	1%	3%	3%	4%	2%	3%	3%	4%	2%
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%	17%	4%	2%	7%	11%	15%	4%	14%	13%	15%	8%
Hilderstone College	100Mbit/s	1%	1%	2%	1%	2%	1%	39%	41%	32%	2%	2%	2%
Kent County Council, Canterbury (1)	2Gbit/s	91%	70%	58%	14%	62%	63%	71%	68%	72%	75%	91%	77%
Kent County Council, Canterbury (2)	2Gbit/s	<0.5%	13%	16%	5%	16%	18%	19%	17%	17%	16%	3%	4%
Kent County Council, Data Centre, MSER via Canterbury	1Gbit/s	<0.5%	5%	4%	2%	1%	1%	1%	1%	1%	<0.5%	1%	<0.5%
Kent County Council, Data Centre, MSER via Maidstone	1Gbit/s	1%	1%	1%	3%	1%	2%	2%	1%	1%	2%	1%	1%
Kent County Council, Maidstone (1)	10Gbit/s	25%	23%	22%	7%	23%	24%	26%	26%				
Kent County Council, Maidstone (2)	1Gbit/s	33%	31%	32%	19%	28%	28%	34%	32%	32%	132%	151%	141%
London South East Colleges, Orpington Campus	1Gbit/s	3%	3%	2%	1%	2%	3%	3%	2%	3%	3%	3%	3%
Medway Council	10Gbit/s	2%	<0.5%	<0.5%	<0.5%	2%	2%	2%	2%	2%	2%	3%	2%
MidKent College, Maidstone Campus	1Gbit/s	12%	10%	3%	2%	10%	12%	13%	12%	13%	12%	14%	8%
MidKent College, Ormskirk, Medway Campus	1Gbit/s	21%	18%	9%	4%	19%	22%	24%	22%	25%	24%	28%	19%
NIAB	1Gbit/s	97%	30%	31%	23%	26%	26%	31%	23%	29%	32%	12%	16%

Connection	Current Bandwidth	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
North Kent College, Dartford Campus	1Gbit/s	26%	17%	3%	3%	14%	23%	29%	21%	28%	27%	29%	27%
North Kent College, Gravesend Campus	1Gbit/s	9%	7%	3%	1%	5%	7%	10%	8%	10%	9%	11%	9%
The London Institute of Banking & Finance, Kent Campus	40Mbit/s	40%	39%	39%	35%	51%	61%	60%	48%	55%	52%	59%	246%
University for the Creative Arts, Canterbury Campus	1Gbit/s	8%	2%	2%	2%	6%	10%	10%	6%	10%	10%	13%	10%
University for the Creative Arts, Rochester Campus	1Gbit/s	7%	3%	2%	2%	8%	11%	11%	7%	10%	9%	12%	9%
University for the Creative Arts, Rochester 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%
University of Greenwich, The Universities at Medway	2Gbit/s	7%	5%	4%	5%	8%	10%	10%	7%	9%	7%	6%	5%
University of Kent, Canterbury Campus	10Gbit/s	45%	36%	10%	10%	40%	48%	50%	46%	50%	51%	52%	32%
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%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
University of London, Maidstone Studios	1Gbit/s	31%	30%	41%	39%	43%	46%	57%	58%	58%	58%	58%	59%
West Kent and Ashford College, Tonbridge Campus	1Gbit/s	15%	12%	3%	2%	6%	11%	14%	6%	14%	13%	15%	9%
Workers' Educational Association, Southern	10Mbit/s	8%	6%	5%	5%	5%	12%	12%	1%	1%	1%	1%	<0.5%