

janet

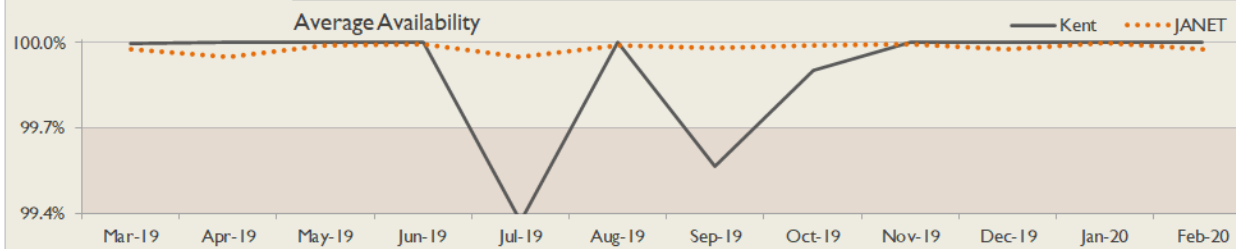
Kent Service Report

February 2020

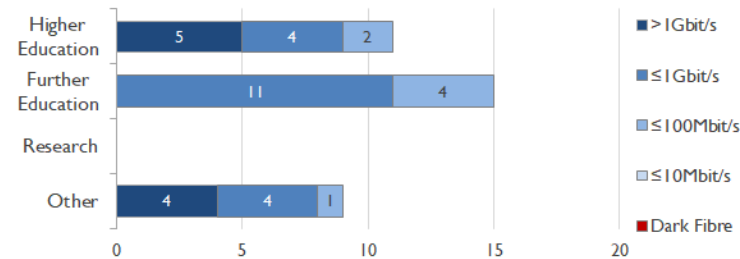


Service Reliability

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

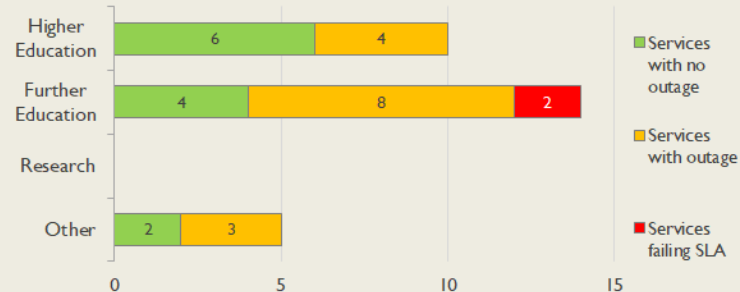


Connections in Kent by Contractual Bandwidth



Average Availability of All Services in Kent				Average Availability of All Services in Janet			
Feb 2020	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Feb 2020	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.90%	518	99.98%	10	99.98%	104
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
12h 55m		0.40		6h 55m		0.29	
Based on 25 faults over the last 24 months				Based on 694 faults over the last 24 months			

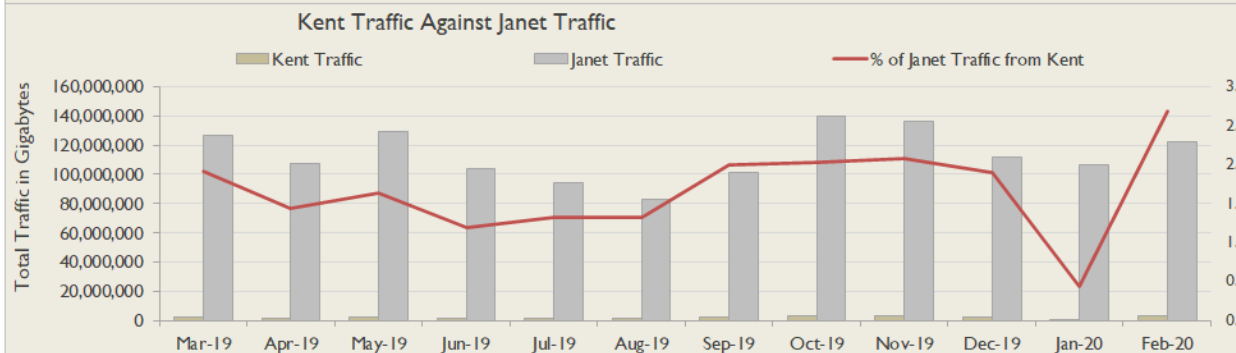
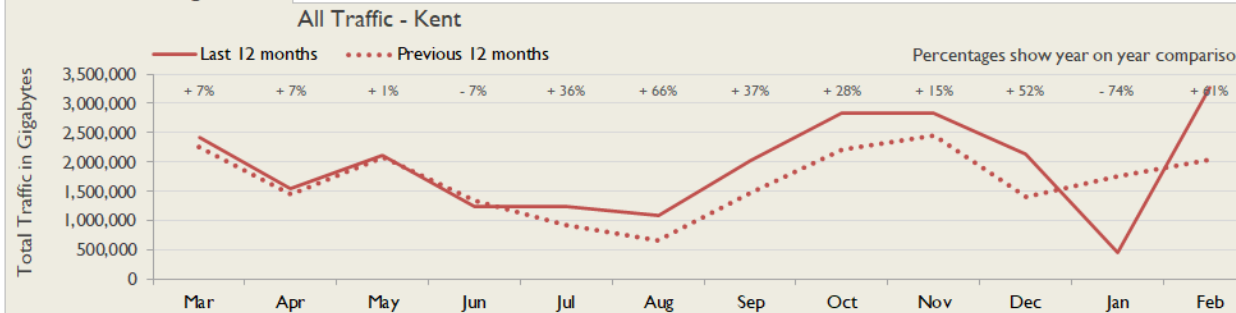
Kent Service Outages - Last 12 Months



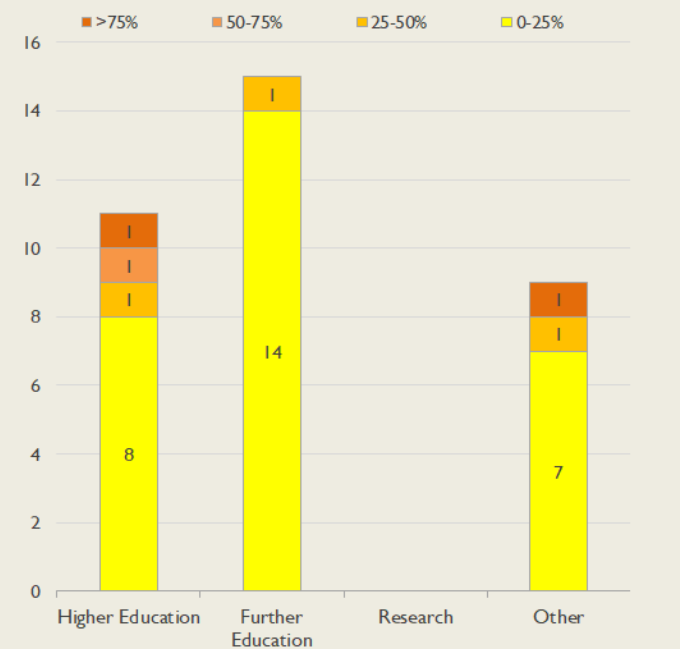
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

Traffic usage is expressed as the sum, in 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



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	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	12 Month Rolling Availability
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%	99.10%	100%	100%	100%	100%	100%	99.93%
Canterbury Christ Church University, Salomans Centre			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
EKC Group, Broadstairs Campus	100%	100%	100%	100%	79.86%	100%	100%	100%	100%	100%	100%	100%	98.32%
EKC Group, Canterbury Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
EKC Group, Dover Campus	100%	100%	100%	100%	100%	100%	99.10%	96.89%	100%	100%	100%	100%	99.67%
EKC Group, Folkestone Campus	100%	100%	100%	100%	100%	100%	99.10%	100%	100%	100%	100%	100%	99.93%
EKC Group, 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%	98.21%	100%	100%	100%	100%	100%	99.85%
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%	99.10%	100%	100%	100%	100%	100%	99.93%
Hadlow College, Mottingham Campus	100%	100%	100%	100%	100%	100%	99.10%	100%	100%	100%	100%	100%	99.93%
Hilderstone College	100%	100%	100%	100%	100%	100%	99.10%	100%	100%	100%	100%	100%	99.93%
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%	99.10%	100%	100%	100%	100%	100%	99.93%
MidKent College, Maidstone Campus	100%	100%	100%	100%	100%	100%	99.10%	100%	100%	100%	100%	100%	99.93%
MidKent College, Ormskirk	100%	100%	>99.99%	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
NIAB, East Malling Research	99.86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
North Kent College, Dartford Campus	100%	100%	100%	100%	100%	100%	99.10%	100%	100%	100%	100%	100%	99.93%
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%	99.10%	100%	100%	100%	100%	100%	99.93%
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	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	12 Month Rolling Availability
University of Greenwich, The Universities at Medway	100%	100%	100%	100%	100%	100%	99.10%	100%	100%	100%	100%	100%	99.93%
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%	99.10%	100%	100%	100%	100%	100%	99.93%
University of London, Maidstone Studios	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Kent and Ashford College, Elwick Road			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
West Kent and Ashford College, Tonbridge Campus	100%	100%	100%	100%	100%	100%	99.10%	100%	100%	100%	100%	100%	99.93%

Connection outages for period January '20 to February '20

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
Hilderstone College	01/01/2020 09:33	01/01/2020 16:42	00:00	07:09	Customer Scheduled Maintenance	Customer power maintenance
Hadlow College, Mottingham Campus	02/01/2020 12:50	02/01/2020 14:13	00:00	01:23	Customer Scheduled Maintenance	Site migration work
University for the Creative Arts, Rochester Campus	30/01/2020 09:04	30/01/2020 14:00	00:00	04:56	Telco Line	Telco Fibre Fault
NIAB, East Malling Research	10/02/2020 20:05	10/02/2020 20:30	00:00	00:25	Regional Network Scheduled Maintenance	Router maintenance

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	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20
Canterbury Christ Church University, Canterbury Campus	4Gbit/s	39%	33%	29%	18%	18%	16%	37%	43%	42%	39%	33%	43%
Canterbury Christ Church University, Cornwallis Building	4Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	1%	<0.5%	<0.5%		<0.5%
Canterbury Christ Church University, Salomans Centre	1Gbit/s			1%	1%	1%	1%	2%	1%	1%	1%		
EKC Group, Broadstairs Campus	1Gbit/s	4%	2%	5%	4%	2%	2%	5%	5%	6%	5%	6%	6%
EKC Group, Canterbury Campus	1Gbit/s	30%	19%	27%	23%	9%	6%	23%	25%	34%	28%		27%
EKC Group, Dover Campus	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%		
EKC Group, Folkestone Campus	1Gbit/s	9%	6%	7%	6%	3%	3%	6%	7%	1%	6%	6%	7%
EKC Group, Sheppy Campus	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%		22%
Hadlow College, Canterbury Campus	100Mbit/s	16%	10%	14%	17%	5%	1%	9%	11%	14%	5%		11%
Hadlow College, Greenwich Campus	100Mbit/s	4%	2%	3%	2%	2%	1%	3%	4%	4%	2%		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%		
Hadlow College, Mottingham Campus	100Mbit/s	15%	8%	13%	16%	2%	1%	9%	12%	12%	7%		
Hilderstone College	100Mbit/s	2%	2%	2%	2%	12%	1%	1%	3%	2%	1%	64%	2%
Kent County Council, Canterbury (1)	2Gbit/s	91%	77%	91%	88%	78%	22%	96%	99%	106%	99%		113%
Kent County Council, Canterbury (2)	2Gbit/s	3%	4%	3%	4%	2%	2%	2%	2%	2%	2%		2%
Kent County Council, Data Centre, MSER via Canterbury	1Gbit/s	1%	<0.5%	<0.5%	<0.5%	<0.5%	1%	1%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Kent County Council, Data Centre, MSER via Maidstone	1Gbit/s	1%	1%	1%	1%	2%	1%	1%	2%	2%	2%	2%	2%
Kent County Council, Maidstone (1)	10Gbit/s												31%
Kent County Council, Maidstone (2)	1Gbit/s	151%	141%	141%	1%	1%	1%	1%	1%	1%	1%		1%
London South East Colleges, Orpington Campus	1Gbit/s	3%	3%	3%	3%	1%	1%	1%	1%	3%	7%	9%	5%
Medway Council	10Gbit/s	3%	2%	3%	3%	3%	1%	3%	3%	3%	3%	3%	3%
MidKent College, Maidstone Campus	1Gbit/s	14%	8%	11%	10%	3%	2%	9%	11%	12%	10%	11%	9%
MidKent College, Ormskirk, Medway Campus	1Gbit/s	28%	19%	22%	19%	7%	3%	16%	20%	21%	18%		17%
NIAB, East Malling Research	1Gbit/s	12%	16%	3%	4%	4%	5%	5%	4%	4%	4%	3%	6%
North Kent College, Dartford Campus	1Gbit/s	29%	27%	30%	19%	6%	4%	22%	26%	29%	25%		25%

Connection	Current Bandwidth	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20
North Kent College, Gravesend Campus	1Gbit/s	11%	9%	10%	9%	3%	2%	8%	8%	9%	8%		8%
The London Institute of Banking & Finance, Kent Campus	100Mbit/s	59%	246%	246%	246%	246%	98%	98%	98%	98%	98%	98%	98%
University for the Creative Arts, Canterbury Campus	1Gbit/s	13%	10%	10%	4%	4%	4%	6%	12%	14%	9%		14%
University for the Creative Arts, Rochester Campus	1Gbit/s	12%	9%	8%	3%	4%	3%	5%	13%	5%	1%		3%
University for the Creative Arts, Rochester Campus	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	1%	2%	8%	6%		12%
University of Greenwich, The Universities at Medway	10Gbit/s	6%	5%	4%	4%	2%	3%	1%	2%	1%	1%		
University of Kent, Canterbury Campus	10Gbit/s	52%	32%	43%	35%	22%	17%	51%	57%	56%	53%		56%
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%		
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%		1%
West Kent and Ashford College, Tonbridge Campus	1Gbit/s	15%	9%	13%	11%	3%	2%	9%	14%	16%	8%		13%