

Service Level Agreement Report 4th Quarter, 2006-2007

In December 2006, CENIC staff was directed to provide quarterly reports to the Board on the extent to which the Service Level Agreement is being met. This report is for the fourth quarter of 06-07.

In summary:

Metric	SLA Target	Measurement
Trouble Ticket System Availability	99%	100%
DC Backbone Router Availability	No more than 2 unscheduled outages, not to exceed 15 minutes	0 unscheduled outages
HPR Backbone Router Availability	No more than 4 unscheduled outages, not to exceed 30 minutes	1 unscheduled outage, 17 minutes duration
Latency/jitter	Less than 80 ms	All backbone segments met SLA. Average latency/jitter was 7.09ms/0.71 ms.
Loss	Less than 0.1%	All backbone segments met SLA. Average loss was 0.01%.

The SLA calls for CENIC to install a southern California server for the purpose of measuring latency and loss across the backbone by the end of the 06-07 fiscal year. This server was installed in late June, providing minimal data for the reporting period. Latency/loss data in this report has been included for the period from the installation of the server through August 15, 2007.