



1Gov*Net KKR-CIDB MONTHLY SLG REPORT JUNE 2018

GITN Sdn. Berhad "The monthly service management report has been prepared for customer subscribed to 1Gov*Net services. It is intended to cover the service performance including network availability, utilization and helpdesk reports for each Ministry or Agency. The contents of the reports is subject to change from time to time depending on the need."

1Gov*Net

June 2018

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1. EXECUTIVE SUMMARY

- 1.1 KKR-CIDB Secured Wide Area Network consists of 20 sites with 20 number of circuits. Details list of circuits as below:

Table 1: List of Circuit

Bandwidth (Kbps)	No of Circuit
2,000	13
6,000	6
20,000	1

- 1.2 The overall Service Availability for June is 100.0%. There are 20 circuits had achieved the SLG and 0 circuits not achieved. The details of summary as below:

Table 2: List of SLG (Secured Wide Area Network)

SLG (%)	Meet SLG	Not Meet SLG	Total Circuit
99.9	1	0	1
99.7	19	0	19

- 1.3 Based on SAMS network monitoring, there are 16 circuits achieved 100.0% Circuit Availability and 4 circuits not achieved 100.0% Circuit Availability.
- 1.4 There are 6 circuits with circuits utilization exceeded 85% based on 95th percentile threshold. The threshold is based on maximum value data and need to be considered for upgrading. The details is in Table 12.
- 1.5 For the month of June 2018, there is 0 Tickets Report (TR) with Closed Status. The list of summary Ticket Category as below:

Table 3: List of Ticket Category

Category	No. of Tickets
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* There is no data for Ticket Category for this month.

Table 4: List of Detail Closure Code

Closure Code	No. of Tickets
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* There is no data for Closure Code for this month.

- 1.6 On 8th until 9th June 2018 schedule maintenance works are carried out on SAMS server. During this activity there are an impact on the customer online availability and utilization data which might effected for all sites.

2. AVAILABILITY SUMMARY

2.1 There are 2 types of availability generated in this report:

a) Service Availability

Service Availability is defined as the percentage of time service are available to the Customer during the course of a month. Service Availability is calculated based on fault reported by customer in accordance with the following formula:

$$\text{Service Availability for Month} = ((T - D) \times 100) / T$$

Where:

T is the total number of minutes in the Month; and

D is Downtime.

Downtime means any interruption to availability of service which includes due to GSB, Telco, Customer and Others.

b) Site Availability

Site Availability is defined as the percentage of actual Site or Circuit Uptime during the course of a month. Site Availability is calculated based on SNMP polling by SAMS system (example 5 minutes interval) in accordance with the following formula:

$$\text{Site Availability for Month} = ((T - F) \times 100) / T$$

Where:

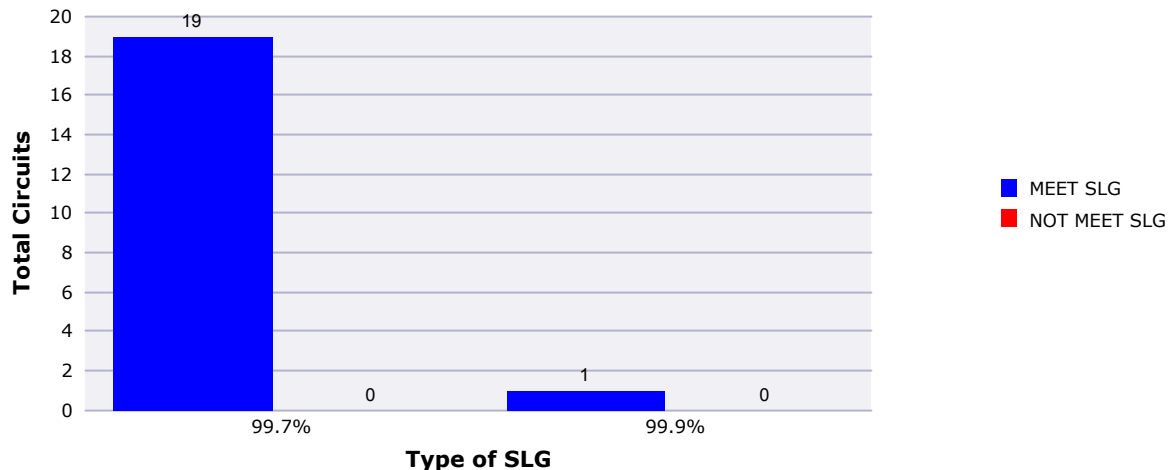
T is the total number of SNMP polling requests in the Month; and

F is the total number of SNMP polling failed request.

Failed request means device does not response to SNMP queries after a configurable time-out period.

2.2 The summary of SLG Achievement based on type of SLG.

Figure 1: Summary of SLG Achievement



2.3 The list of circuits achieved SLG as below:

Table 6: Circuits Achieved Service Availability SLG

No	Circuit Name	Speed (Kbps)	Technology	SLG (%)	Service Avail (%)
1	CIDB Miri	2,000	IPME	99.7	100
2	CIDB Negeri Kedah	2,000	IPLL	99.7	100
3	CIDB Negeri Kelantan	6,000	IPME	99.7	100
4	CIDB Negeri Melaka	2,000	IPLL	99.7	100
5	CIDB Negeri Pahang	2,000	IPME	99.7	100
6	CIDB Negeri Perak	2,000	IPLL	99.7	100
7	CIDB Negeri Pulau Pinang	2,000	IPLL	99.7	100
8	CIDB Negeri Sabah	2,000	IPME	99.7	100
9	CIDB Negeri Terengganu	2,000	IPLL	99.7	100
10	CIDB Tawau	2,000	IPLL	99.7	100
11	Ibu Pejabat CIDB	20,000	IPME	99.9	100
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	IPME	99.7	100
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	IPME	99.7	100
14	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	IPME	99.7	100
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	IPME	99.7	100
16	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	IPME	99.7	100
17	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	IPME	99.7	100
18	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	IPME	99.7	100
19	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	IPME	99.7	100
20	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	IPME	99.7	100

2.4 There is 0 circuits not achieved SLG as below:

Table 7: Circuits Not Achieved Service Availability SLG

No	Circuit Name	Speed (Kbps)	Technology	SLG (%)	Service Avail (%)	Remarks
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* There is no data for circuits not achieved SLG for this month.

2.5 The list of circuits achieved 100% Circuit Availability based on SAMS Network Monitoring as below:

Table 8: Circuits Achieved 100% Circuit Availability

No	Circuit Name	Speed (Kbps)	Technology	SLG (%)	Circuit Avail (%)
1	CIDB Miri	2,000	IPME	99.7	100
2	CIDB Negeri Kedah	2,000	IPLL	99.7	100
3	CIDB Negeri Kelantan	6,000	IPME	99.7	100
4	CIDB Negeri Melaka	2,000	IPLL	99.7	100
5	CIDB Negeri Perak	2,000	IPLL	99.7	100
6	CIDB Negeri Pulau Pinang	2,000	IPLL	99.7	100
7	CIDB Negeri Sabah	2,000	IPME	99.7	100
8	CIDB Negeri Terengganu	2,000	IPLL	99.7	100
9	Ibu Pejabat CIDB	20,000	IPME	99.9	100
10	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	IPME	99.7	100
11	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	IPME	99.7	100
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	IPME	99.7	100
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	IPME	99.7	100
14	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	IPME	99.7	100
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	IPME	99.7	100
16	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	IPME	99.7	100

2.6 There are 4 circuits not achieved 100% Circuit Availability based on SAMS Network Monitoring.

Table 9: Circuits Not Achieved 100% Circuit Availability

No	Circuit Name	Speed (Kbps)	Technology	SLG (%)	Circuit Avail (%)	Remarks
1	CIDB Negeri Pahang	2,000	IPME	99.7	99.9	Counter-based
2	CIDB Tawau	2,000	IPLL	99.7	99.8	
3	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	IPME	99.7	99.5	
4	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	IPME	99.7	99.8	

3. SUMMARY OF UTILIZATION REPORT

- 3.1 The 85% threshold is chosen as indicator for network congestion. Any incoming and outgoing traffic that goes beyond the threshold is considered as high network utilization and therefore should be considered for upgrading.
- 3.2 There are 6 circuits that exceeded 85% threshold utilization based on maximum value data. The list of circuits is as per Table 12 below.

Table 12: List of Sites Exceeded 85% Threshold Utilization

No	Circuit Name	Speed (Kbps)	Util In (%)	Util In Kbps (Max)	Util Out (%)	Util Out Kbps (Max)
1	CIDB Negeri Kelantan	6,000	99.59	5,975	91.24	5,474
2	CIDB Negeri Melaka	2,000	94.15	1,883	47.29	946
3	CIDB Negeri Terengganu	2,000	97.34	1,947	75.21	1,504
4	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	99.75	1,995	85.30	1,706
5	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	100.00	6,000	82.69	4,961
6	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	98.36	1,967	87.88	1,758

- 3.3 There is 0 circuits that under utilize below 5% utilization as below.

Table 13: List Sites Under Utilize Below 5%

No	Circuit Name	Speed (Kbps)	Util In (%)	Util In Kbps (Max)	Util Out (%)	Util Out Kbps (Max)	Remarks
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* There is no data for circuits below 5% for this month.

3.4 The list of utilization for all circuits as below:

Table 14: List of Utilization for All Circuits

No	Circuit Name	Speed (Kbps)	Util In (%)	Util In Kbps (Max)	Util Out (%)	Util Out Kbps (Max)
1	CIDB Miri	2,000	61.30	1,226	52.82	1,056
2	CIDB Negeri Kedah	2,000	31.74	635	67.94	1,359
3	CIDB Negeri Kelantan	6,000	99.59	5,975	91.24	5,474
4	CIDB Negeri Melaka	2,000	94.15	1,883	47.29	946
5	CIDB Negeri Pahang	2,000	49.25	985	61.77	1,235
6	CIDB Negeri Perak	2,000	56.04	1,121	72.85	1,457
7	CIDB Negeri Pulau Pinang	2,000	28.07	561	50.26	1,005
8	CIDB Negeri Sabah	2,000	32.61	652	64.89	1,298
9	CIDB Negeri Terengganu	2,000	97.34	1,947	75.21	1,504
10	CIDB Tawau	2,000	34.63	693	47.82	956
11	Ibu Pejabat CIDB	20,000	77.96	15,591	45.06	9,013
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	31.34	627	42.49	850
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	99.75	1,995	85.30	1,706
14	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	100.00	6,000	82.69	4,961
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	98.36	1,967	87.88	1,758
16	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	36.58	732	65.81	1,316
17	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	22.61	1,357	33.83	2,030
18	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	33.40	2,004	48.17	2,890
19	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	11.14	668	32.42	1,945
20	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	16.95	1,017	68.98	4,139

3.5 Recommendation for upgrading circuits exceed threshold based on 95% percentile for 3 consecutive months:

No	Circuit Name	Speed (Kbps)	April %	May %	June %
1	CIDB Negeri Kelantan	6,000	99.42	99.46	99.47
2	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	99.17	99.43	99.32

4. HELPDESK SUMMARY

4.1 There is total of 0 Tickets Report (TR) with status closed.

* There is no data for Ticket Report (TR) for this month.

4.2 List of Tickets Report (TR) for June 2018

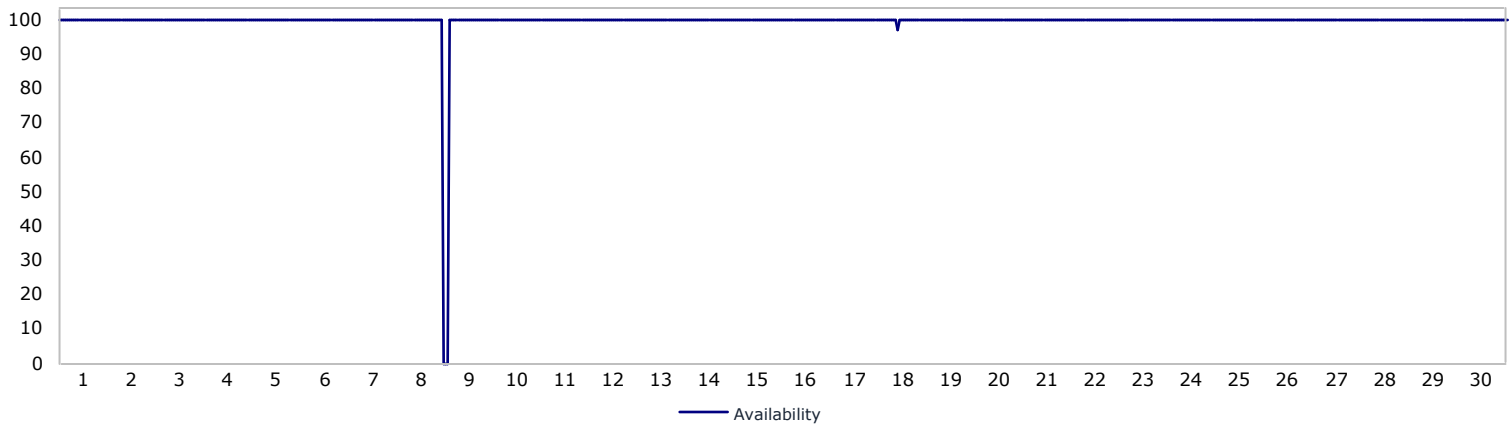
No	Ticket Category	Ticket No	Site Name	Problem Title	Action Resolution	Fault Category	Technology	Open Date	Closed Date	Outage HH:MM:SS	Hold Time HH:MM:SS	Resolution Time HH:MM:SS
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* There is no data for Ticket Report (TR) for this month.

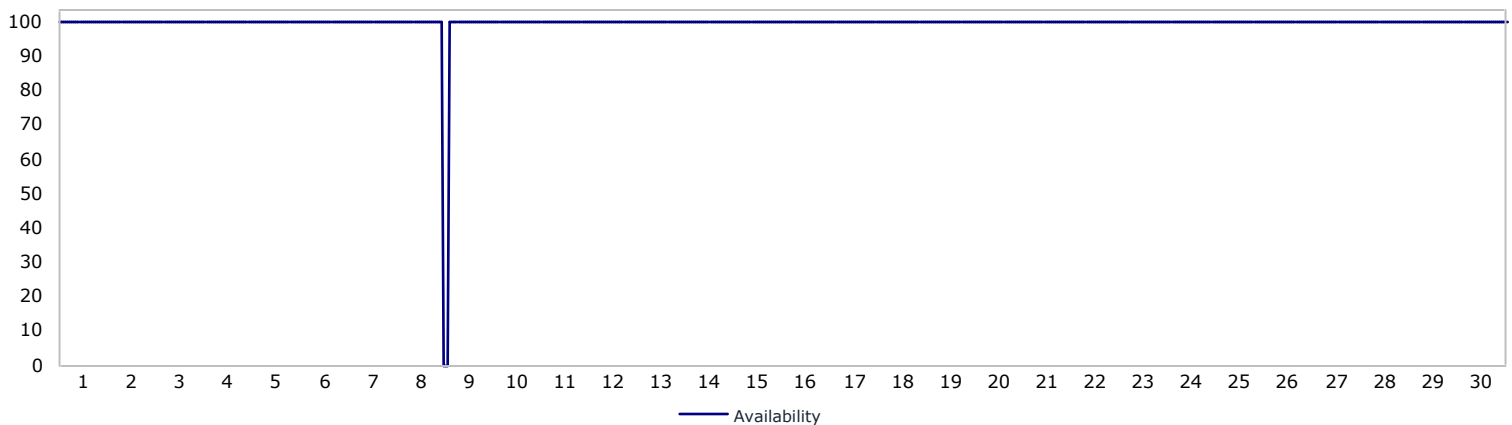
APPENDIX

Availability Graph for June 2018

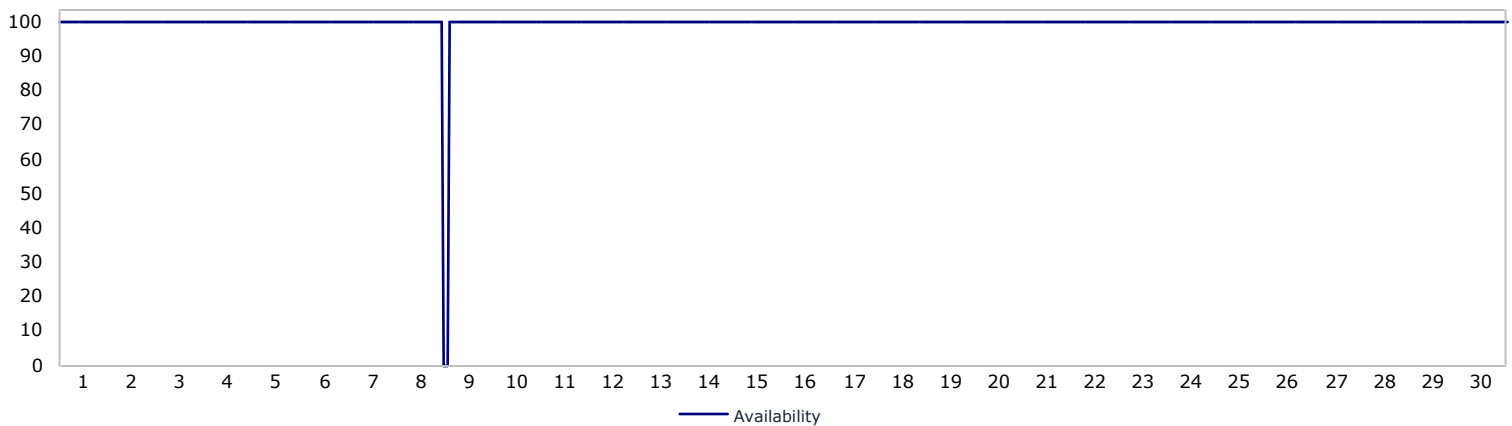
1 CIDB Miri

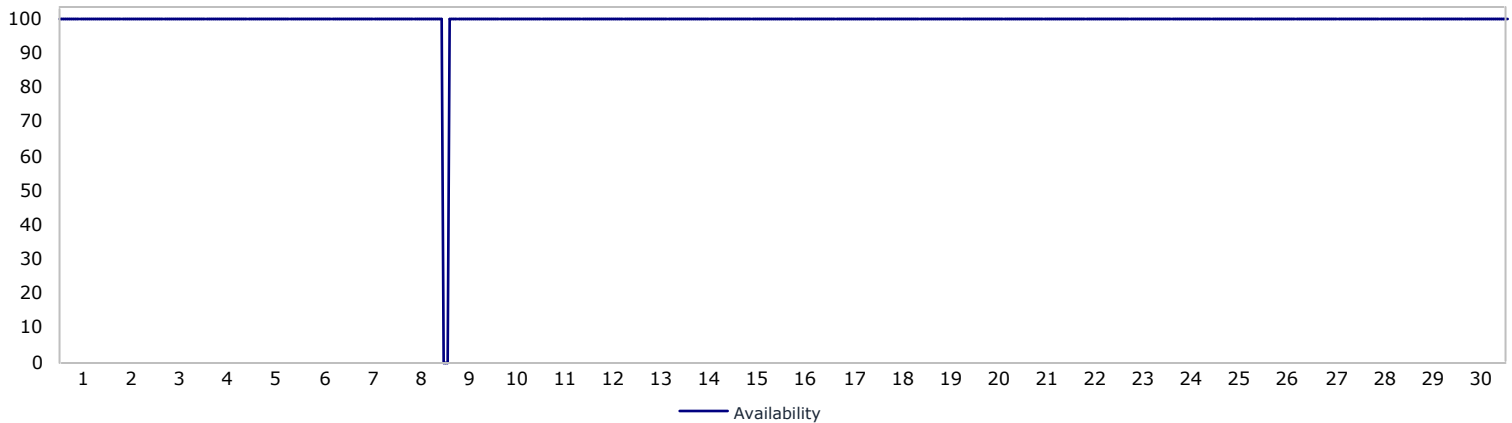
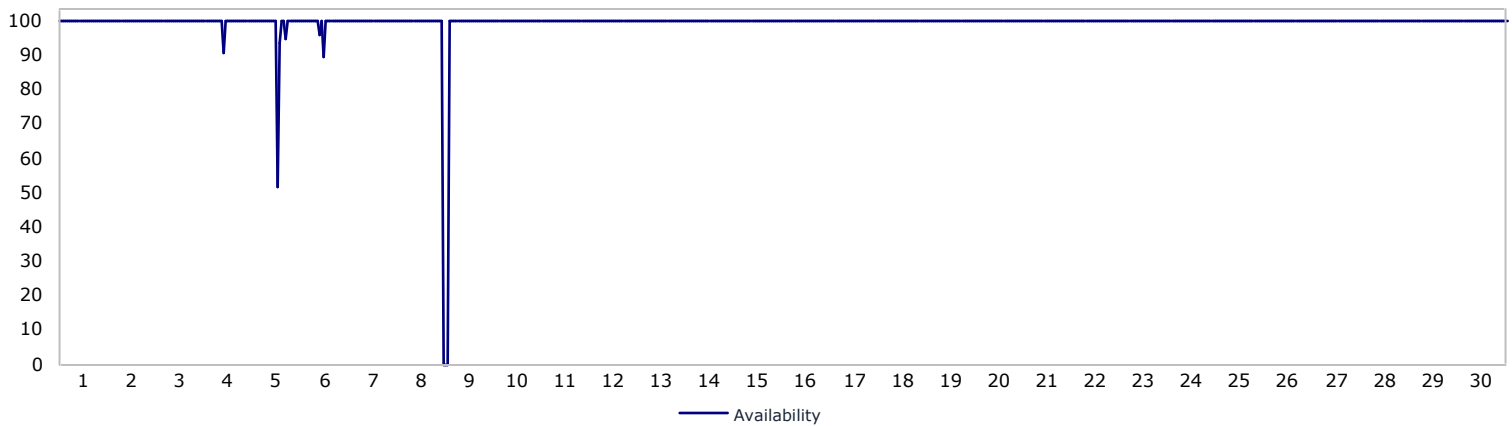
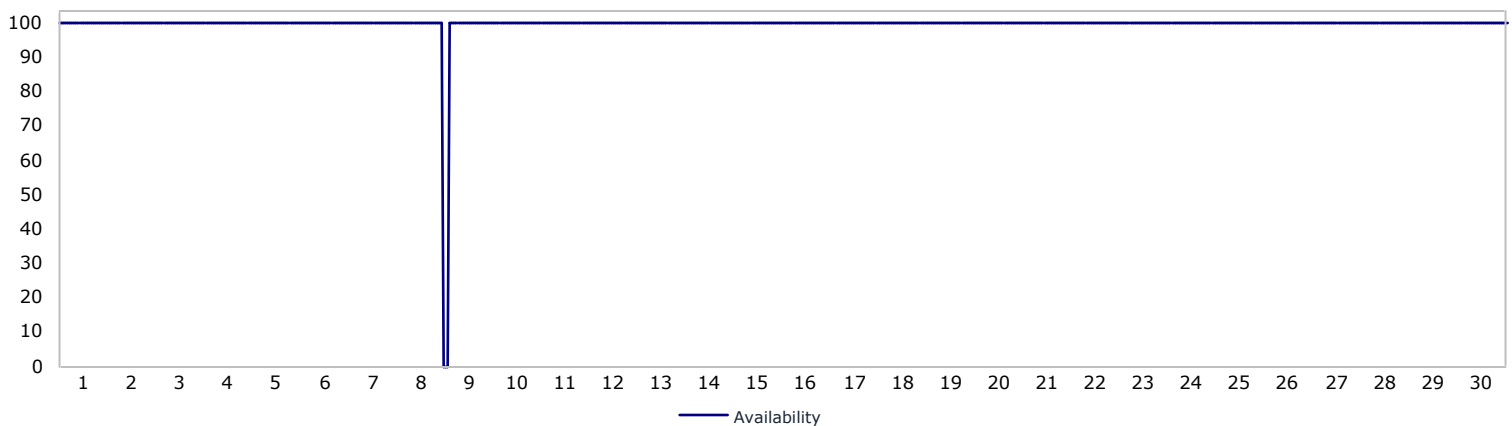
Availability : 100.0%*Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%*

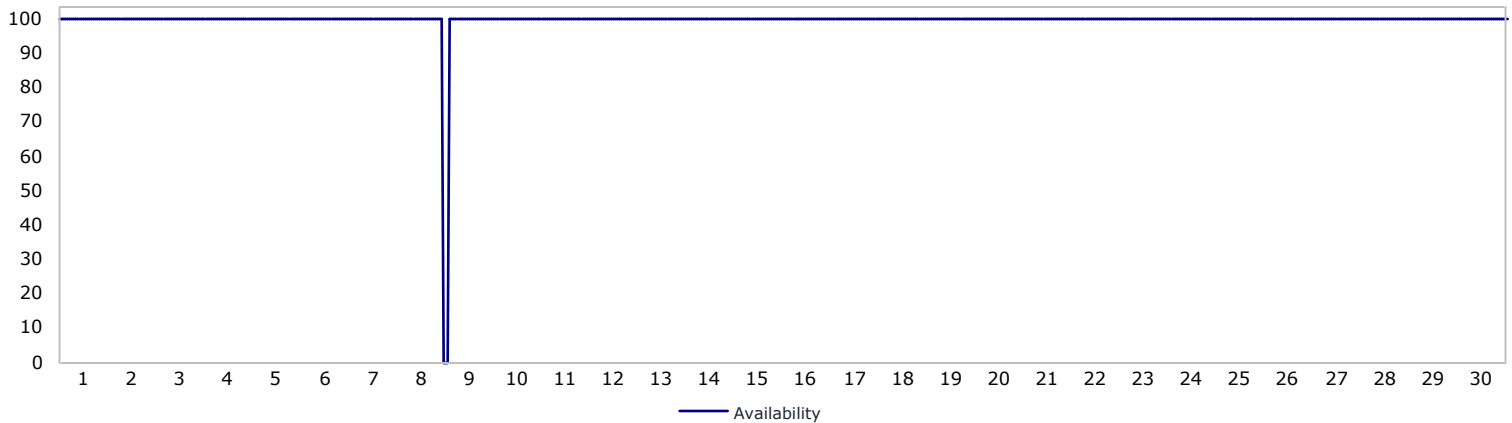
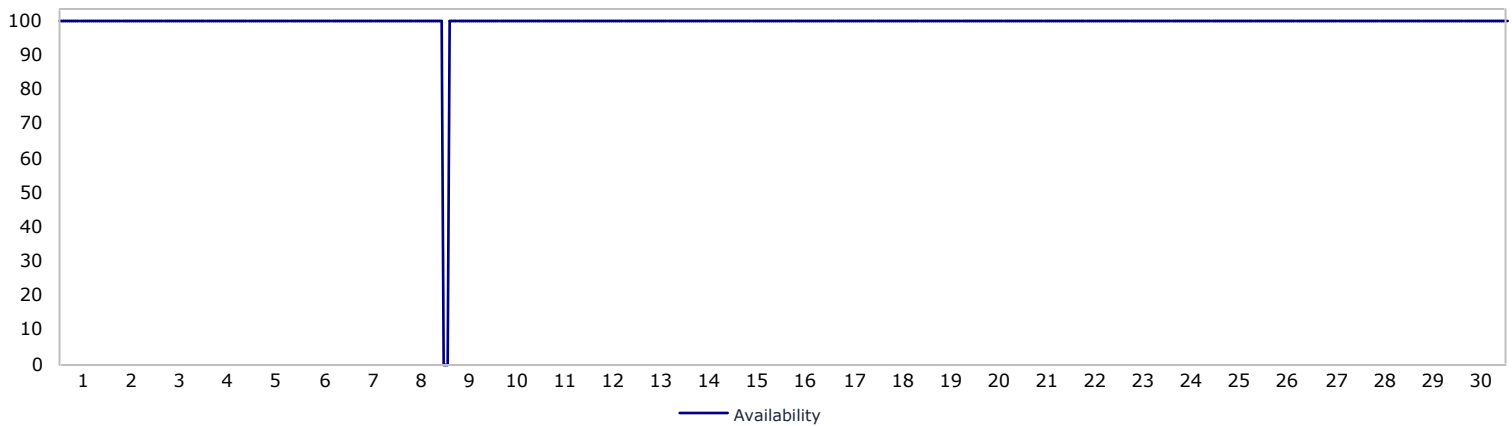
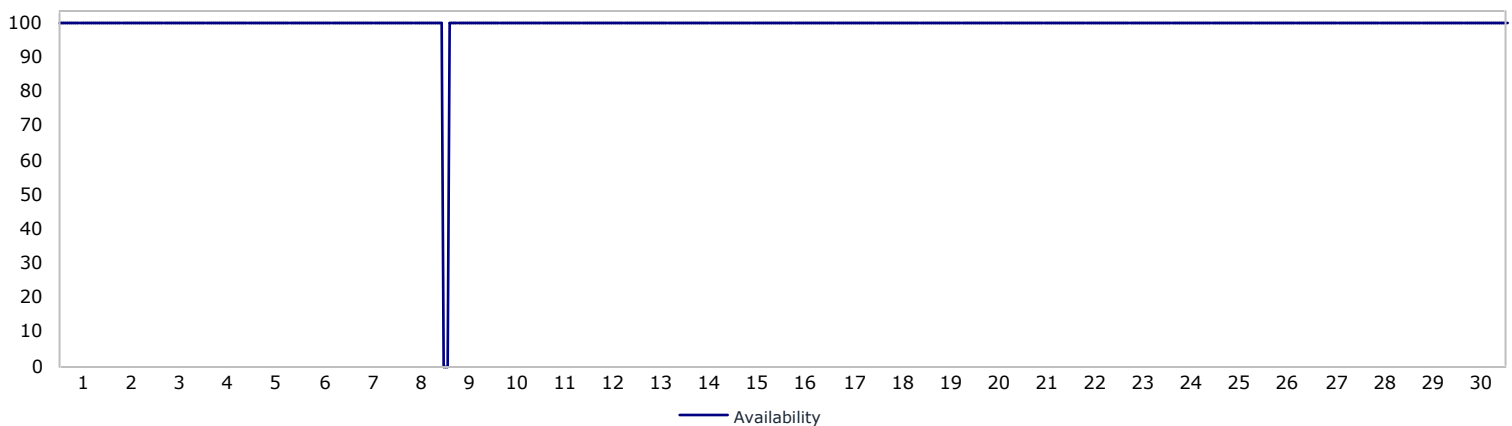
2 CIDB Negeri Kedah

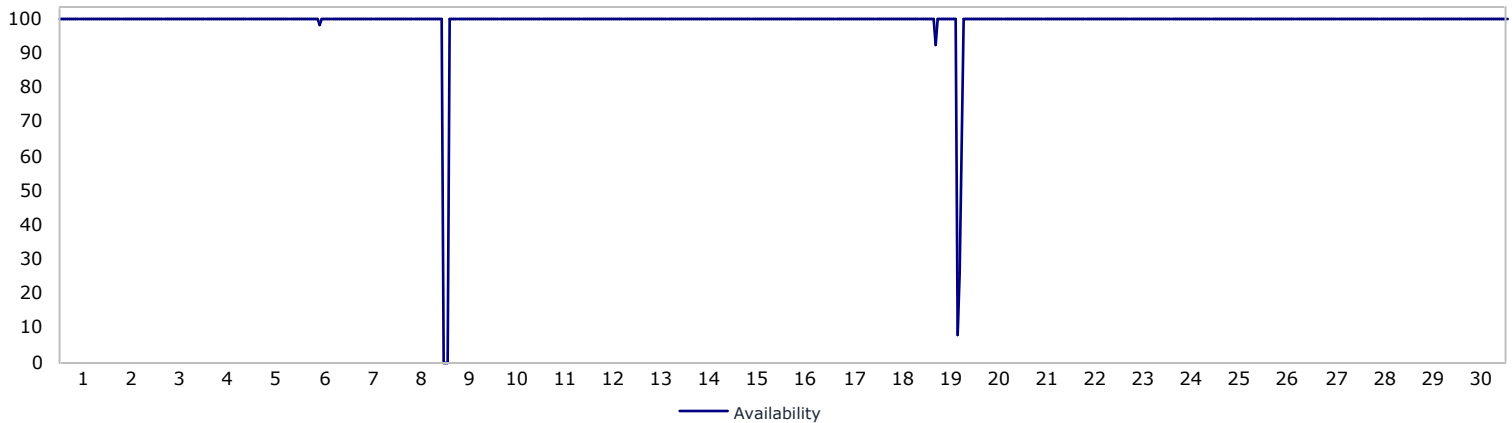
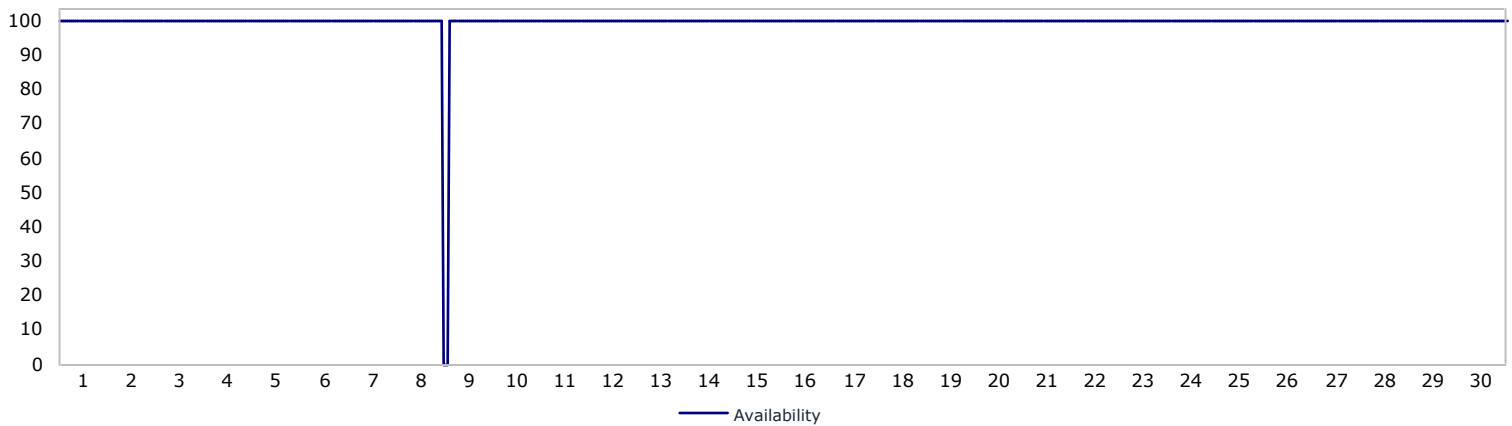
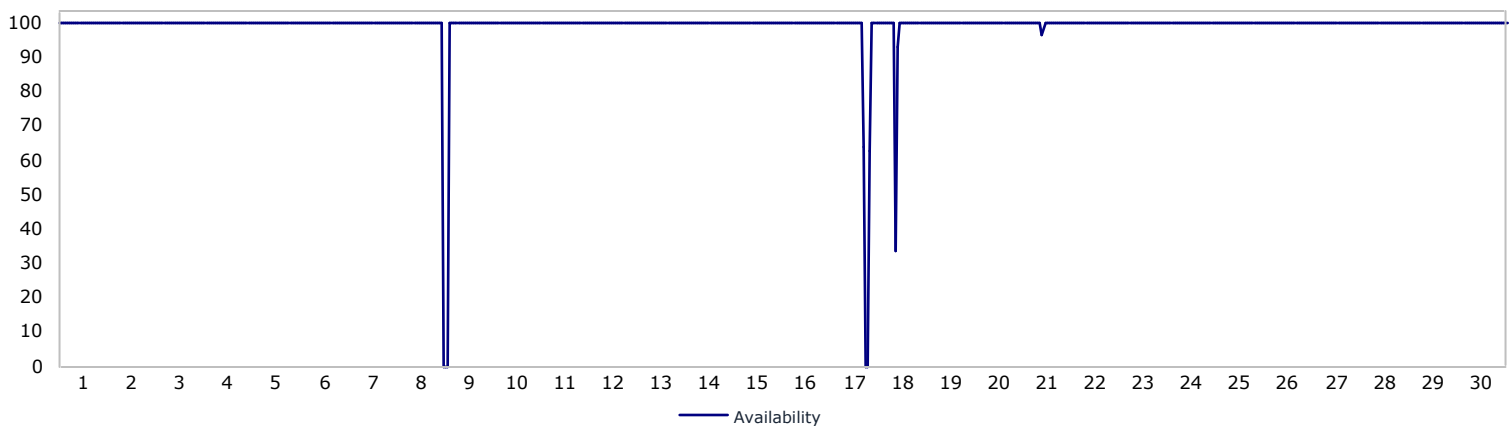
Availability : 100.0%*Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%*

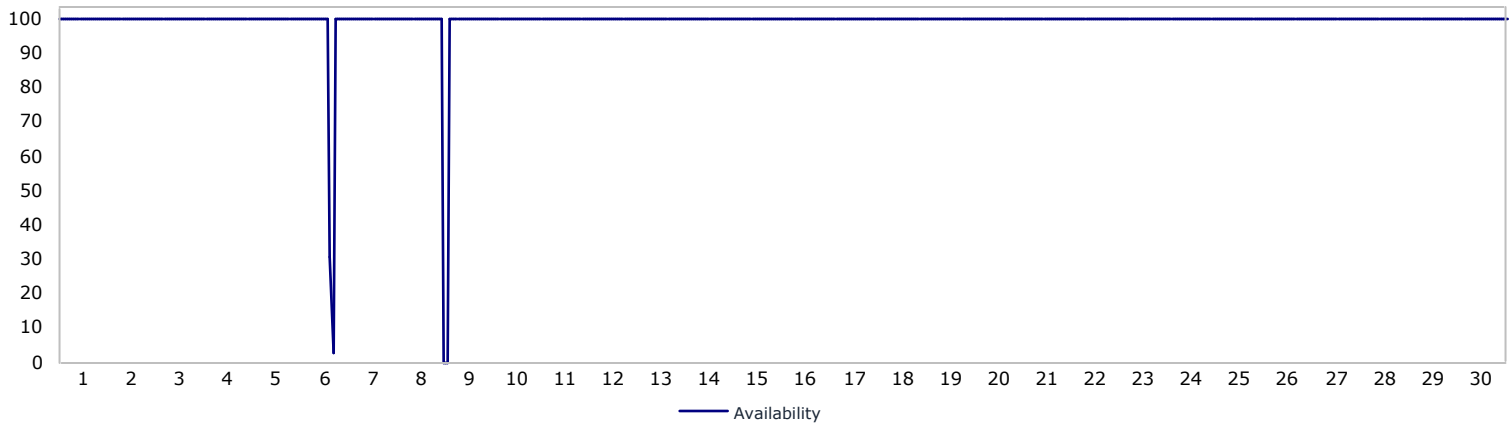
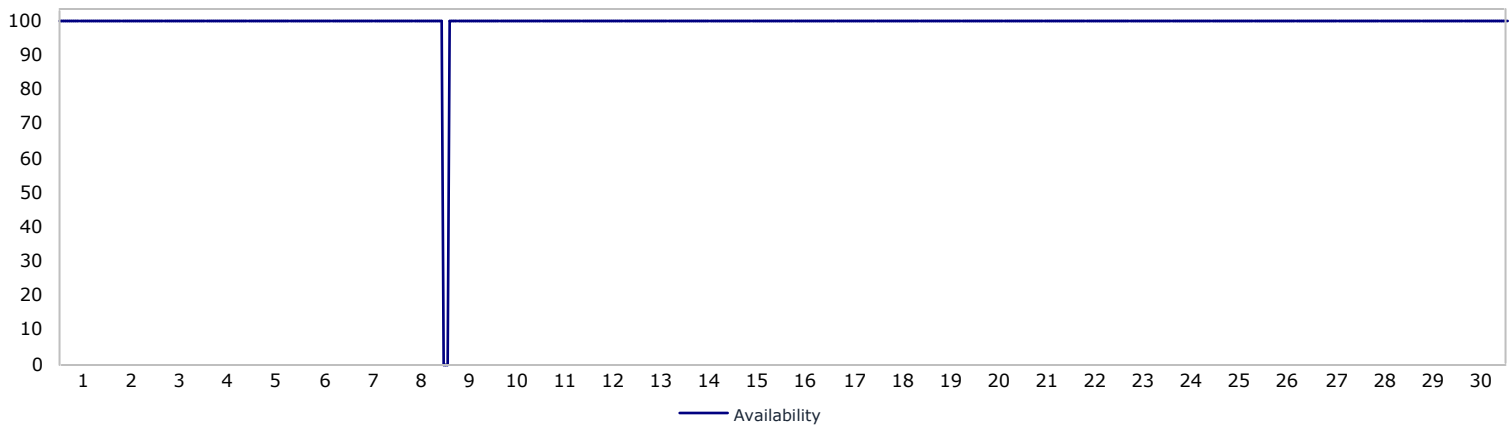
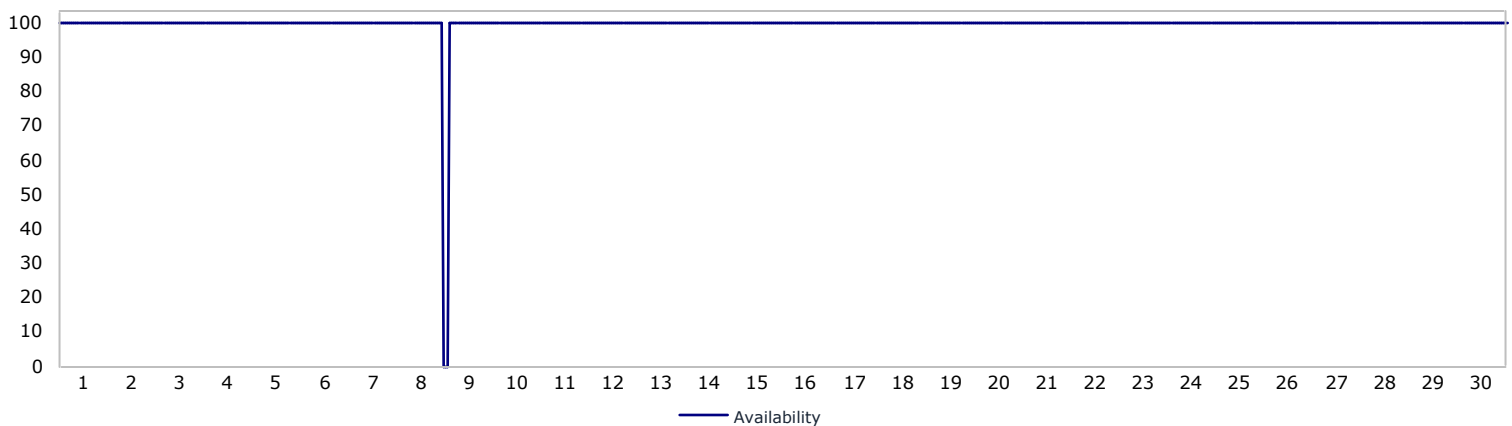
3 CIDB Negeri Kelantan

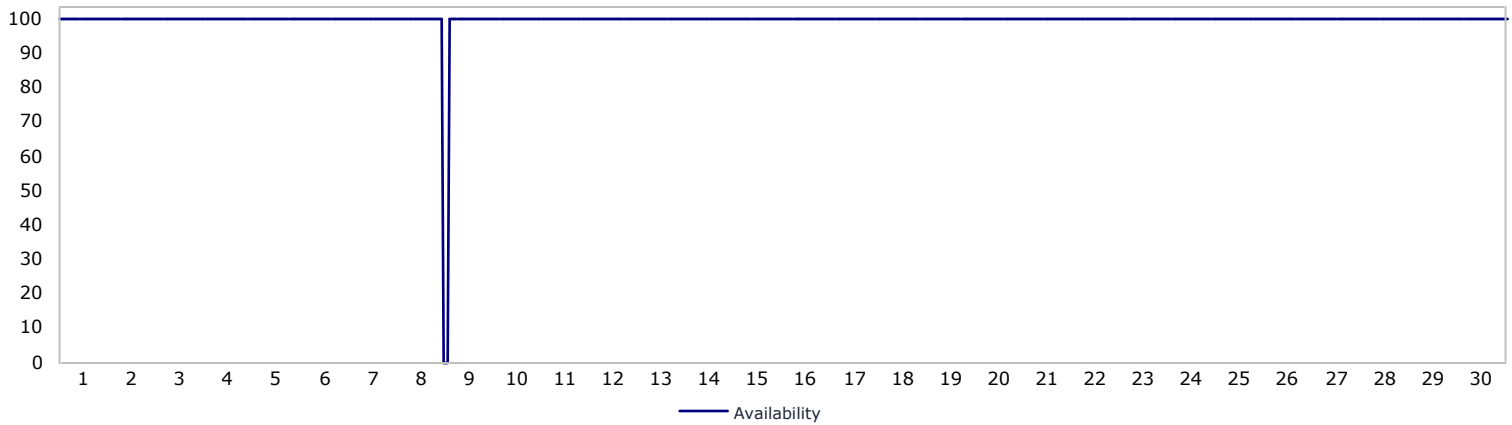
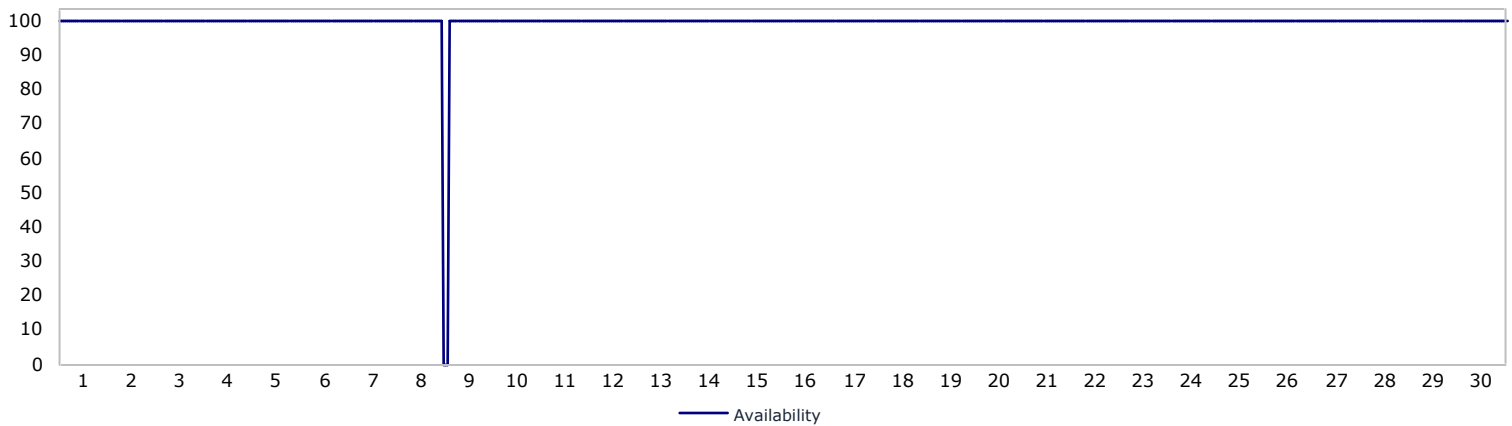
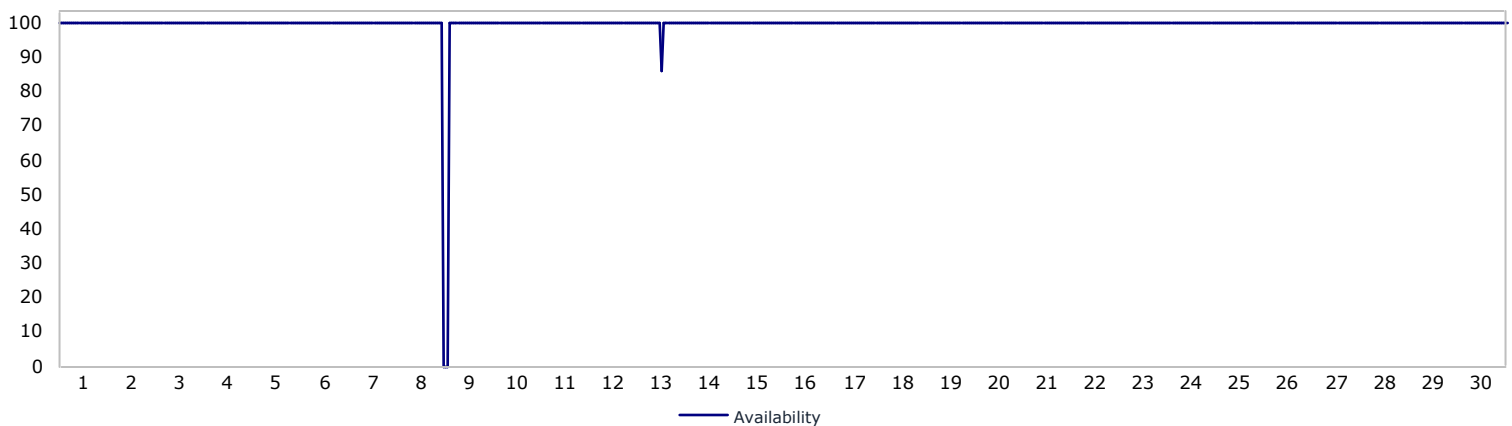
Availability : 100.0%*Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%*

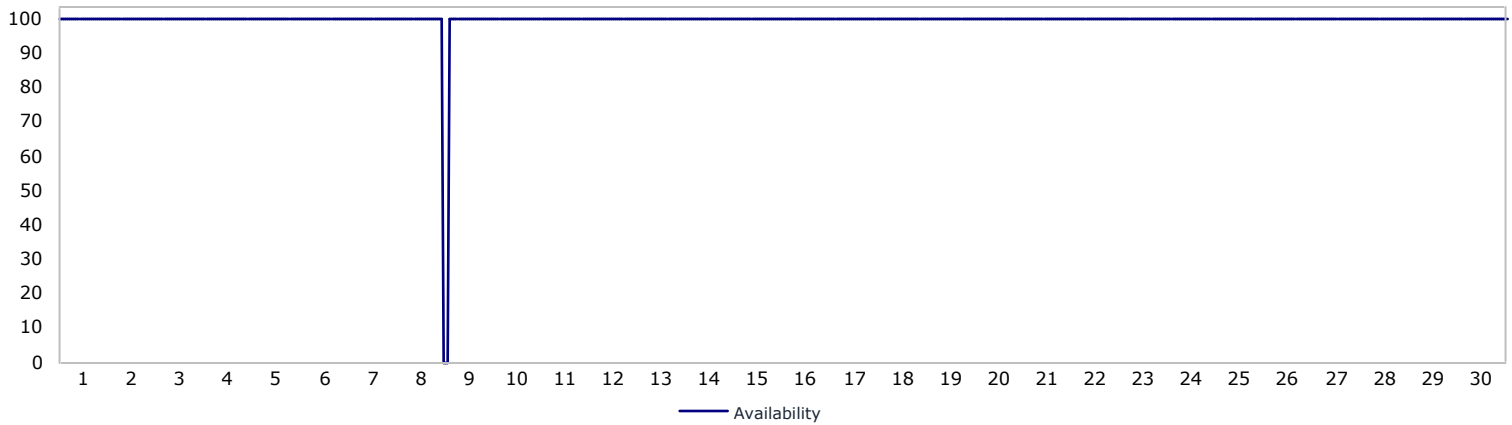
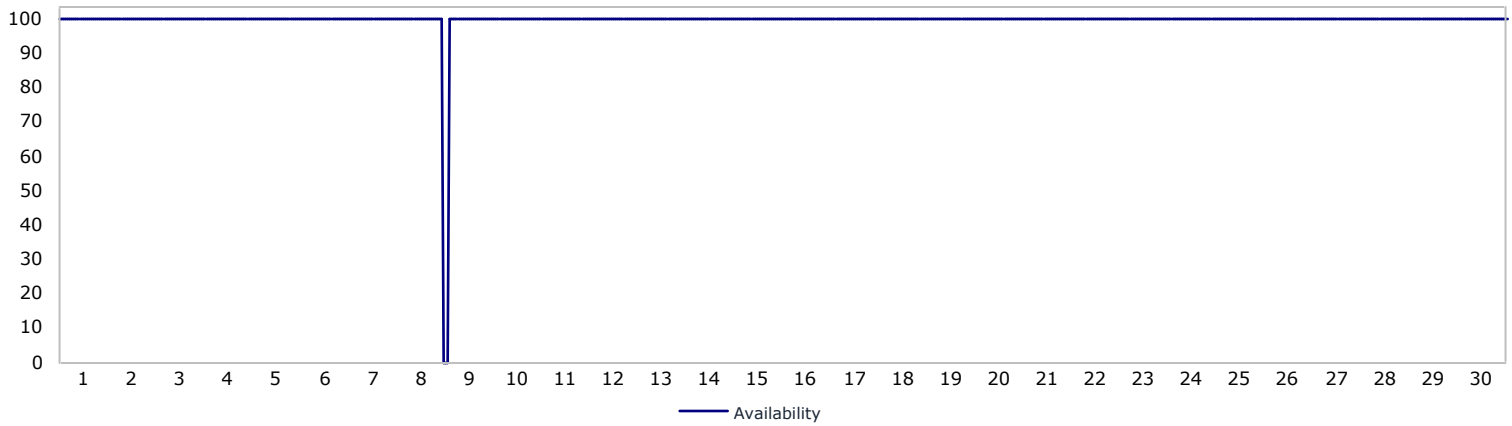
4 CIDB Negeri Melaka**Availability : 100.0%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%***5 CIDB Negeri Pahang****Availability : 99.9%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***6 CIDB Negeri Perak****Availability : 100.0%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%*

7 CIDB Negeri Pulau Pinang**Availability : 100.0%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%***8 CIDB Negeri Sabah****Availability : 100.0%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***9 CIDB Negeri Terengganu****Availability : 100.0%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%*

10 CIDB Tawau**Availability : 99.8%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%***11 Ibu Pejabat CIDB****Availability : 100.0%***Technology : IPME , Speed : 20,000 Kbps , SLG : 99.9%***12 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu****Availability : 99.5%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%*

13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan**Availability : 99.8%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***14 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur****Availability : 100.0%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%***15 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor****Availability : 100.0%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%*

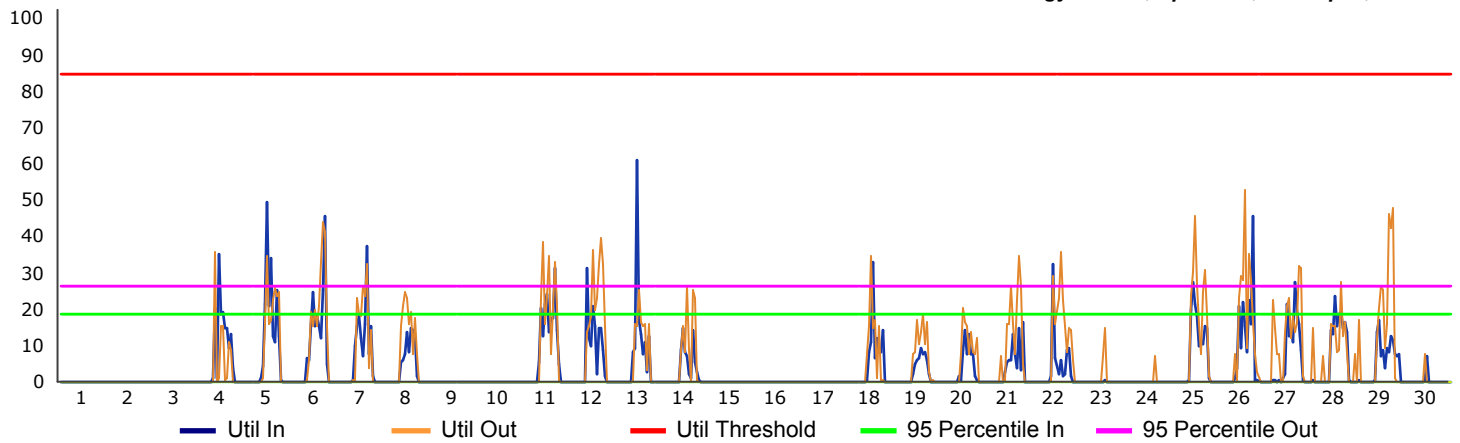
16 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis**Availability : 100.0%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***17 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak****Availability : 100.0%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%***18 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor****Availability : 100.0%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%*

19 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan**Availability : 100.0%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%***20 Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia****Availability : 100.0%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%*

Utilization Graph for June 2018

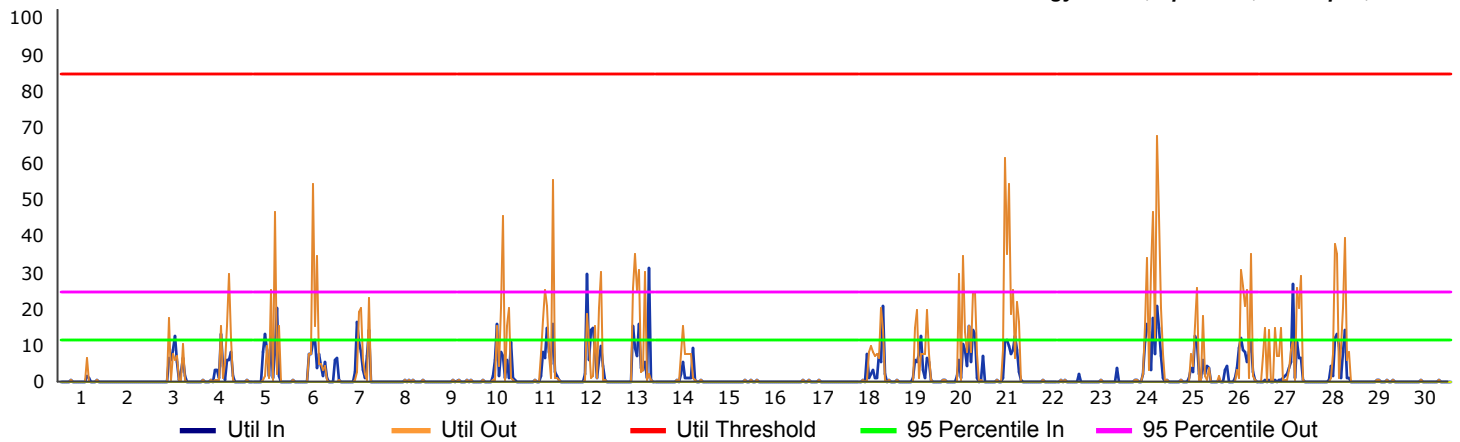
1 CIDB Miri

Max In : 61.30% | 95 Percentile In: 18.58%
Max Out : 52.82% | 95 Percentile Out: 26.49%
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



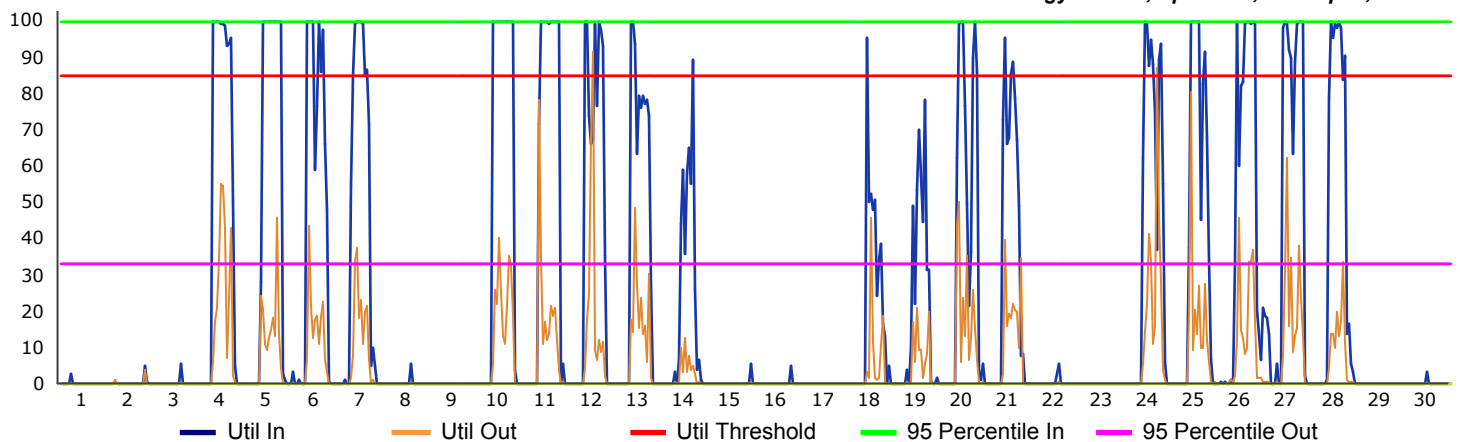
2 CIDB Negeri Kedah

Max In : 31.74% | 95 Percentile In: 11.50%
Max Out : 67.94% | 95 Percentile Out: 25.14%
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



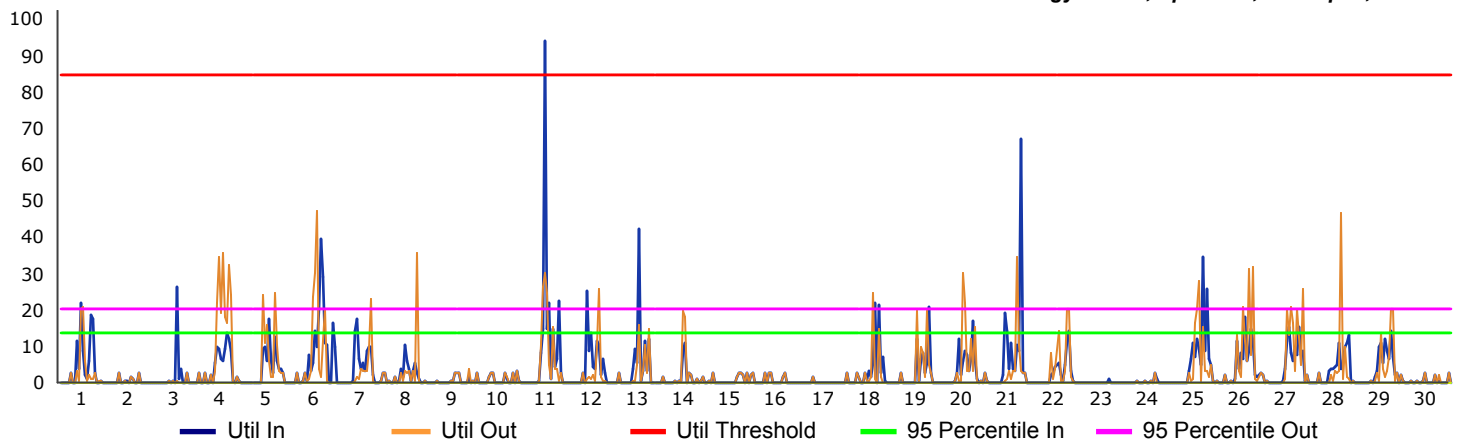
3 CIDB Negeri Kelantan

Max In : 99.59% | 95 Percentile In: 99.47%
Max Out : 91.24% | 95 Percentile Out: 32.87%
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

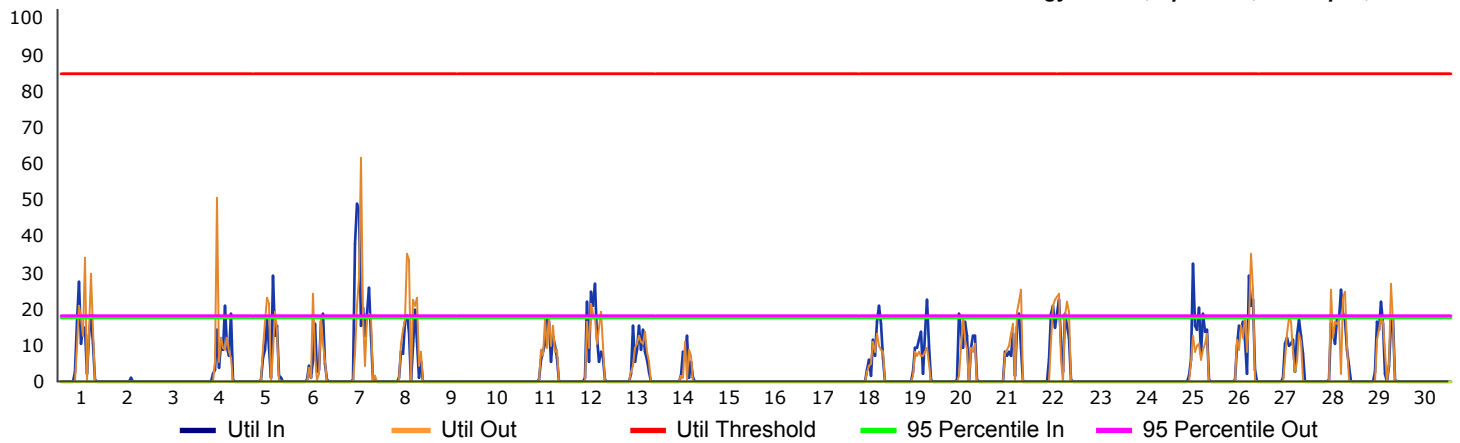


4 CIDB Negeri Melaka

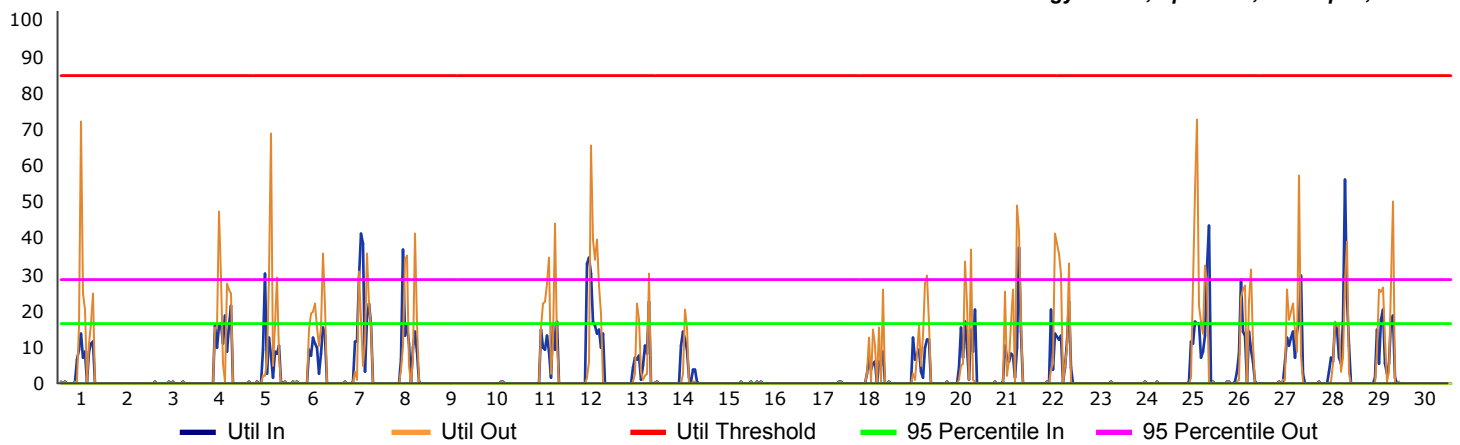
Max In : 94.15% | 95 Percentile In: 14.14%
Max Out : 47.29% | 95 Percentile Out: 20.50%
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

**5 CIDB Negeri Pahang**

Max In : 49.25% | 95 Percentile In: 17.95%
Max Out : 61.77% | 95 Percentile Out: 18.34%
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

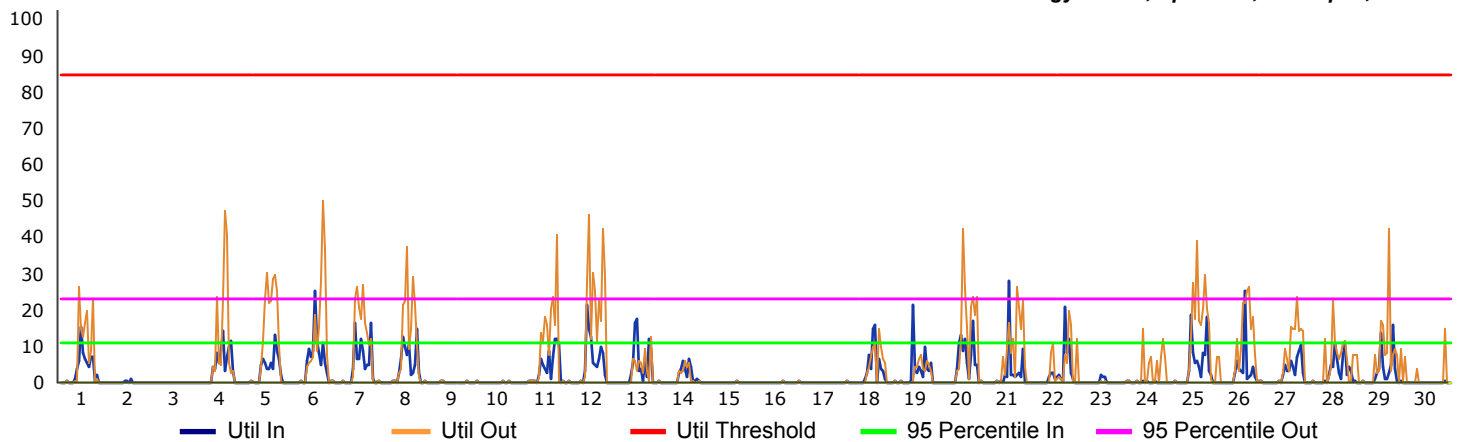
**6 CIDB Negeri Perak**

Max In : 56.04% | 95 Percentile In: 16.72%
Max Out : 72.85% | 95 Percentile Out: 28.50%
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

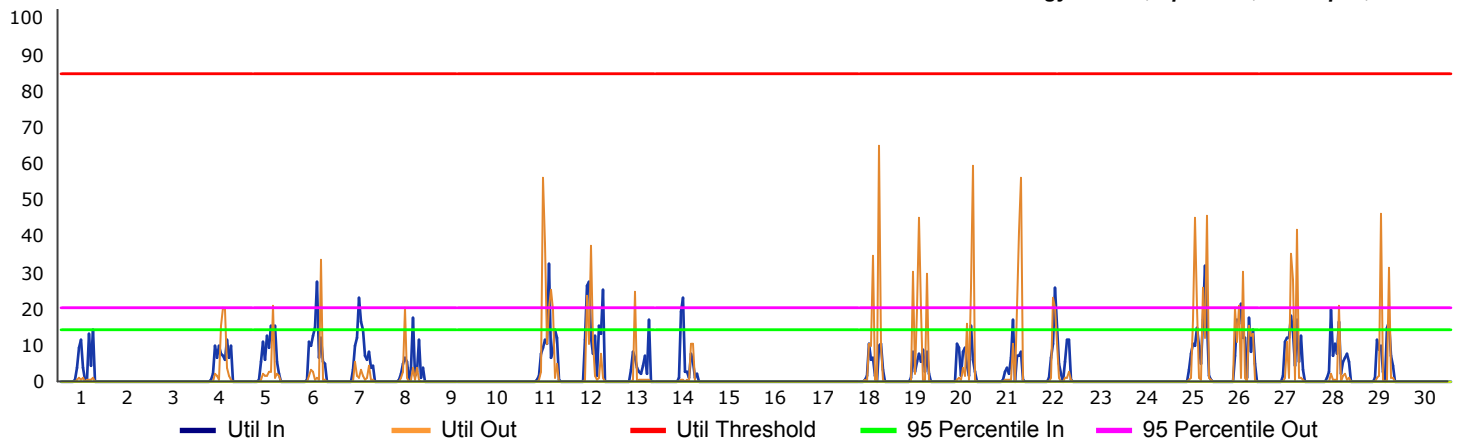


7 CIDB Negeri Pulau Pinang

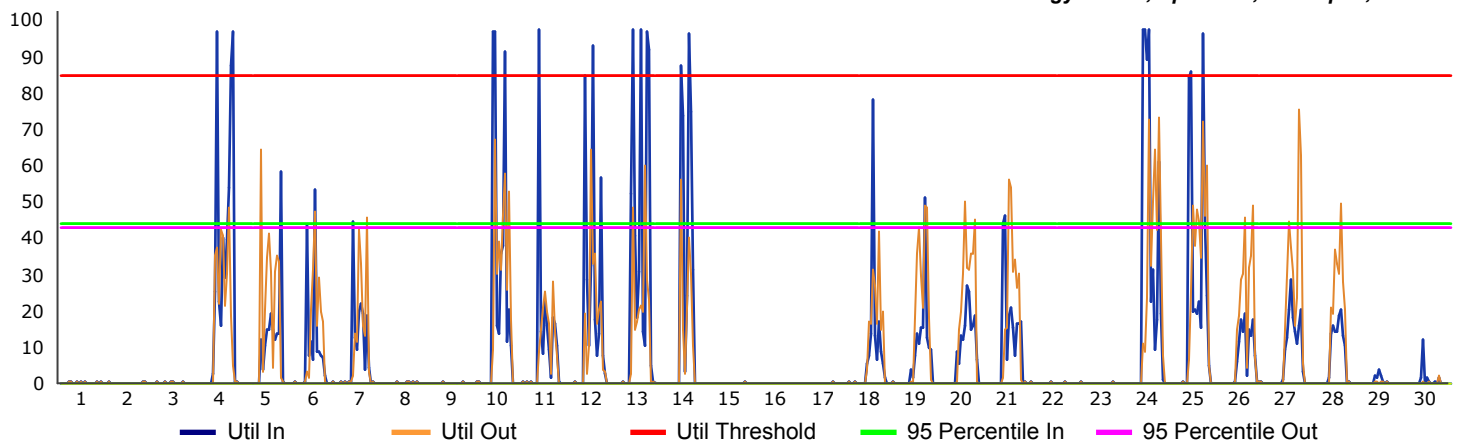
Max In : 28.07% | 95 Percentile In: 11.00%
Max Out : 50.26% | 95 Percentile Out: 23.43%
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

**8 CIDB Negeri Sabah**

Max In : 32.61% | 95 Percentile In: 14.29%
Max Out : 64.89% | 95 Percentile Out: 20.27%
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

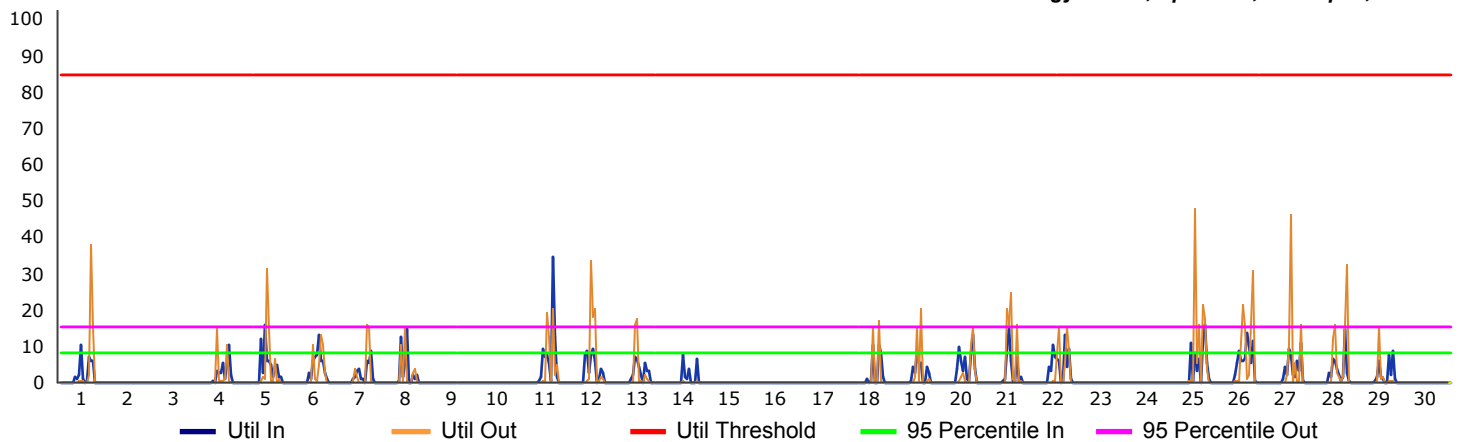
**9 CIDB Negeri Terengganu**

Max In : 97.34% | 95 Percentile In: 44.13%
Max Out : 75.21% | 95 Percentile Out: 42.75%
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

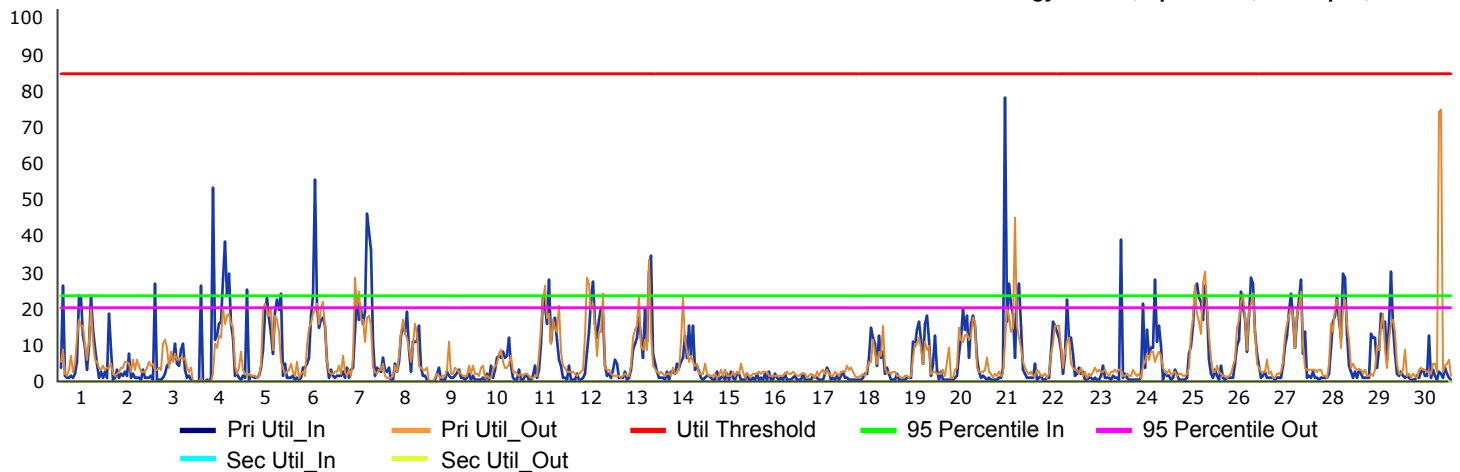


10 CIDB Tawau

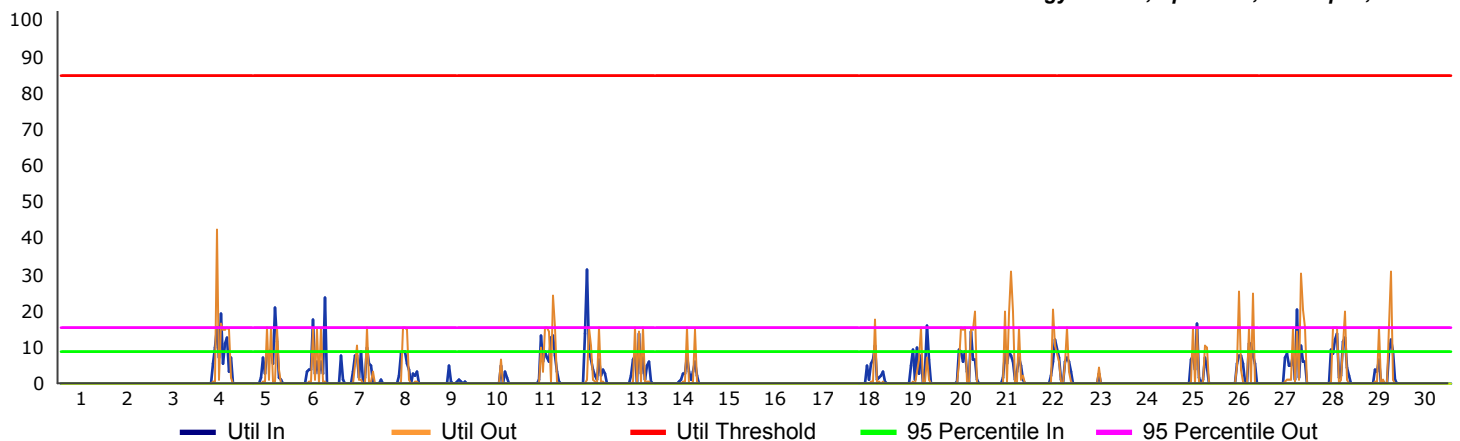
Max In : 34.63% | 95 Percentile In: 8.47%
Max Out : 47.82% | 95 Percentile Out: 15.64%
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

**11 Ibu Pejabat CIDB**

Max In : 77.96% | 95 Percentile In: 23.81%
Max Out : 45.06% | 95 Percentile Out: 20.27%
Technology : IPME , Speed : 20,000 Kbps , SLG : 99.9%

**12 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu**

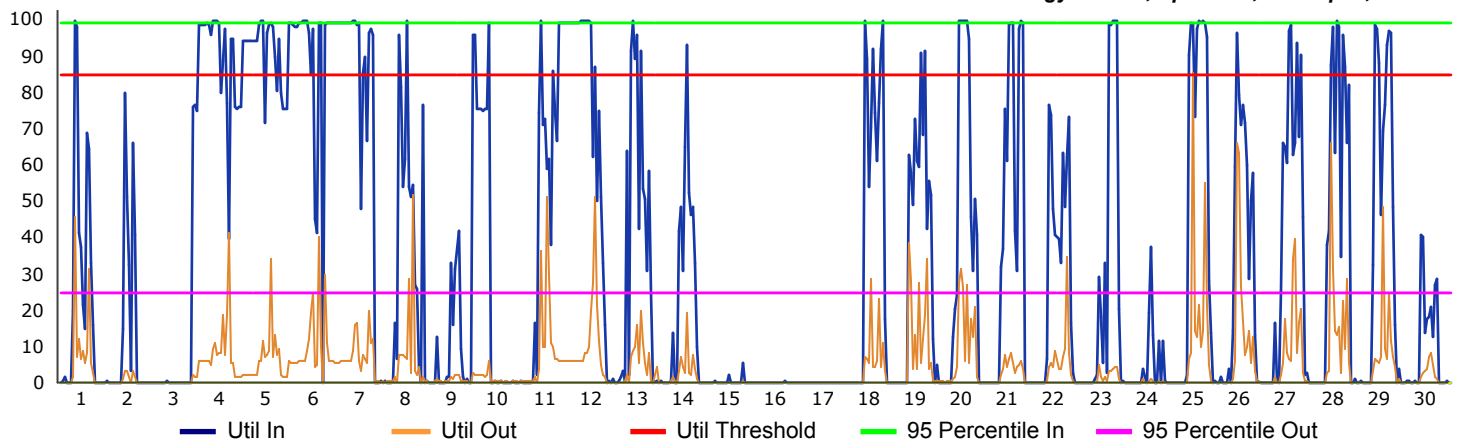
Max In : 31.34% | 95 Percentile In: 9.14%
Max Out : 42.49% | 95 Percentile Out: 15.44%
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan

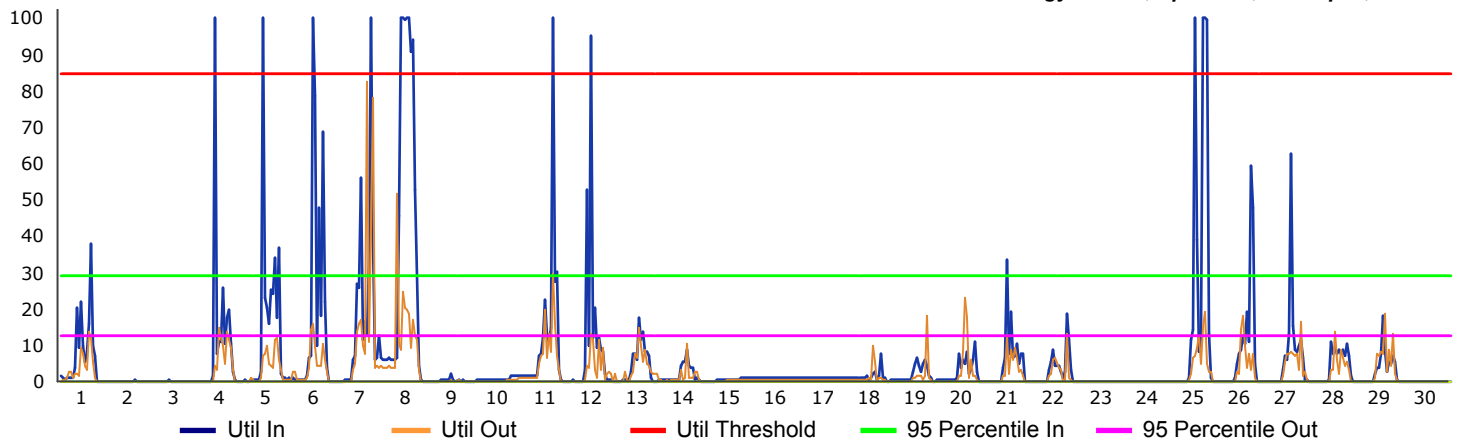
Max In : 99.75% | 95 Percentile In: 99.32%
Max Out : 85.30% | 95 Percentile Out: 24.67%

Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

**14 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur**

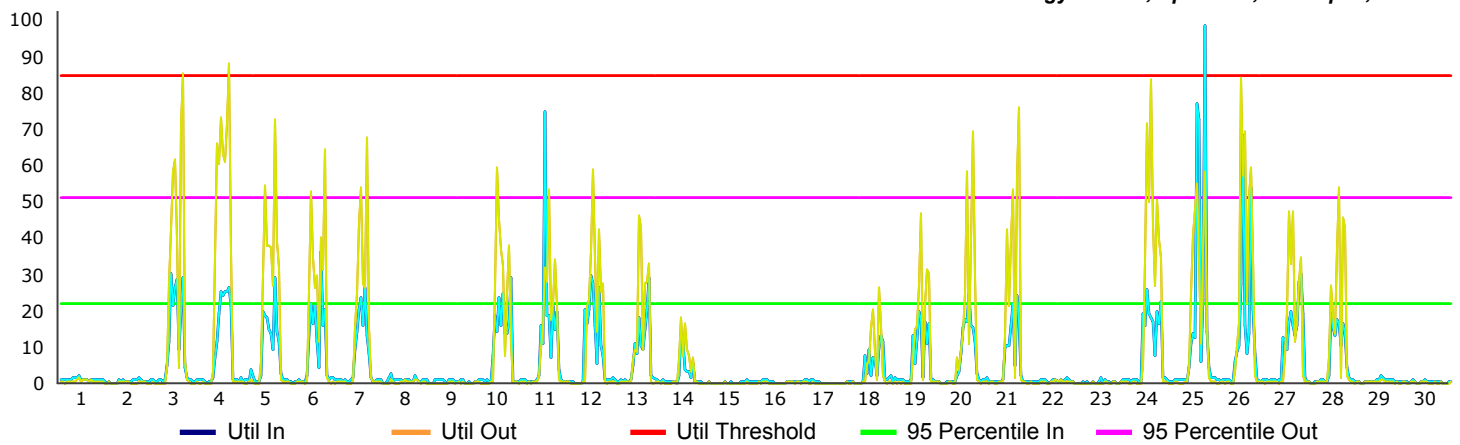
Max In : 100.00% | 95 Percentile In: 29.49%
Max Out : 82.69% | 95 Percentile Out: 12.96%

Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

**15 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor**

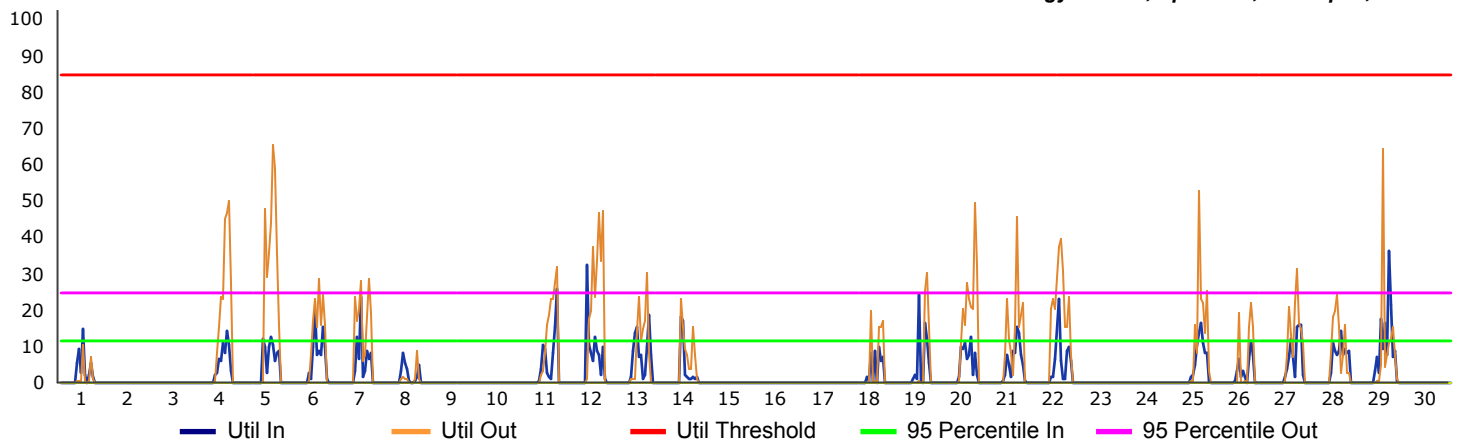
Max In : 98.36% | 95 Percentile In: 21.87%
Max Out : 87.88% | 95 Percentile Out: 51.04%

Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

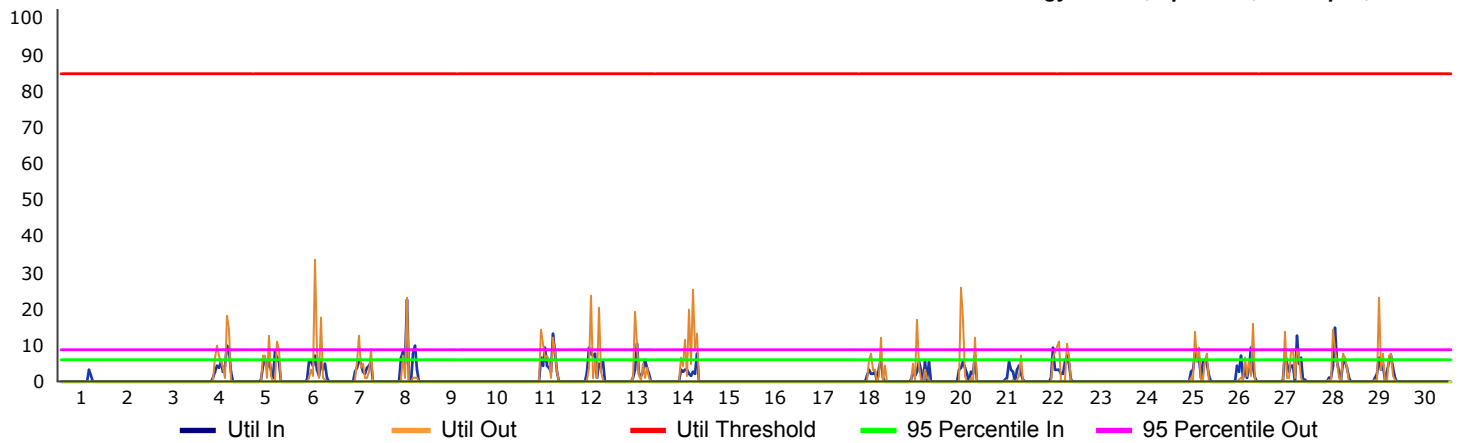


16 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis

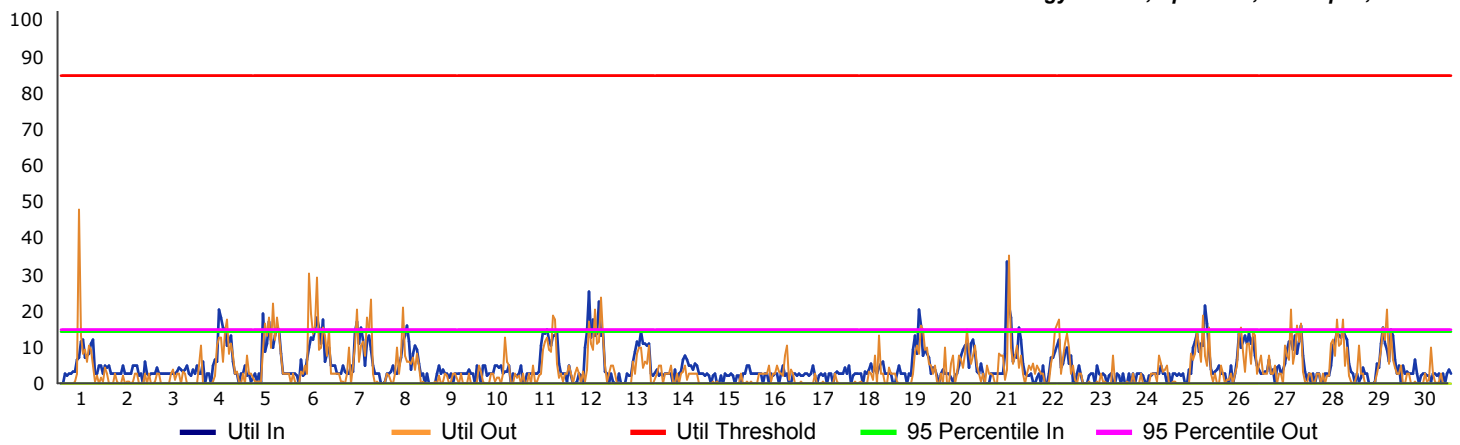
Max In : 36.58% | 95 Percentile In: 11.93%
Max Out : 65.81% | 95 Percentile Out: 24.85%
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

**17 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak**

Max In : 22.61% | 95 Percentile In: 6.40%
Max Out : 33.83% | 95 Percentile Out: 8.94%
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

**18 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor**

Max In : 33.40% | 95 Percentile In: 14.37%
Max Out : 48.17% | 95 Percentile Out: 15.07%
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

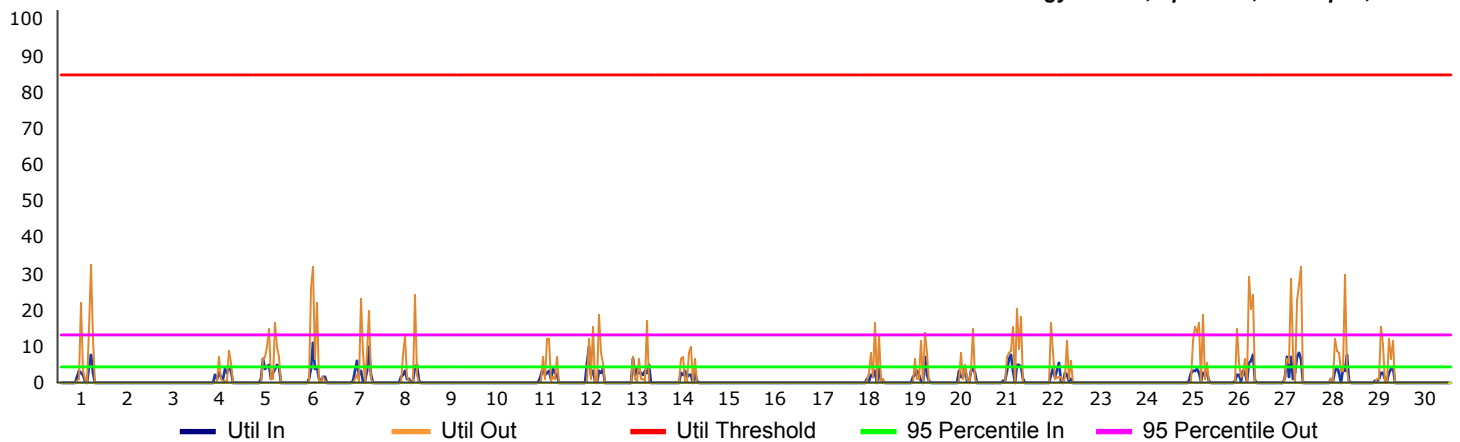


19 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan

Max In : 11.14% | 95 Percentile In: 4.39%

Max Out : 32.42% | 95 Percentile Out: 13.59%

Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

**20 Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia**

Max In : 16.95% | 95 Percentile In: 5.29%

Max Out : 68.98% | 95 Percentile Out: 37.50%

Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

