



# **1Gov\*Net KKR-CIDB MONTHLY SLG REPORT MAY 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

May 2018

TABLE OF CONTENT	PAGE
1. EXECUTIVE SUMMARY	2
2. AVAILABILITY SUMMARY	3
3. SUMMARY OF UTILIZATION REPORT	11
4. HELPDESK REPORT	16
5. APPENDIX	17

## 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 May 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 17 circuits achieved 100.0% Circuit Availability and 3 circuits not achieved 100.0% Circuit Availability.
- 1.4 There are 9 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 May 2018, there is 1 Tickets Report (TR) with Closed Status. The list of summary Ticket Category as below:

**Table 3: List of Ticket Category**

Category	No. of Tickets
TTCR	1

**Table 4: List of Detail Closure Code**

Closure Code	No. of Tickets
USER EQUIPMENT POWER OFF	1

## 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:

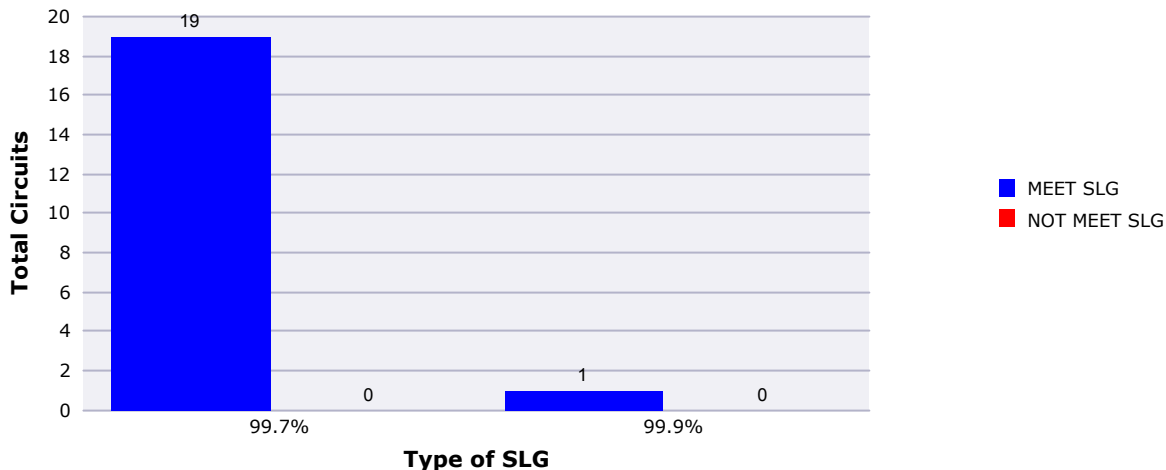
T is the total number of SNMP polling requests in the Month; and

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 Kelantan	6,000	IPME	99.7	100
3	CIDB Negeri Melaka	2,000	IPLL	99.7	100
4	CIDB Negeri Pahang	2,000	IPME	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	CIDB Tawau	2,000	IPLL	99.7	100
10	Ibu Pejabat CIDB	20,000	IPME	99.9	100
11	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	IPME	99.7	100
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	IPME	99.7	100
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	IPME	99.7	100
14	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	IPME	99.7	100
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	IPME	99.7	100
16	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	IPME	99.7	100
17	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	IPME	99.7	100

2.6 There are 3 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 Kedah	2,000	IPLL	99.7	99.9	
2	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	IPME	99.7	99.9	
3	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	IPME	99.7	99.0	

### 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 9 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 Kedah	2,000	97.37	1,947	55.05	1,101
2	CIDB Negeri Kelantan	6,000	99.58	5,975	92.78	5,567
3	CIDB Negeri Pulau Pinang	2,000	97.17	1,943	85.71	1,714
4	CIDB Negeri Sabah	2,000	92.32	1,846	96.72	1,934
5	CIDB Negeri Terengganu	2,000	97.29	1,946	92.23	1,845
6	Ibu Pejabat CIDB	20,000	88.68	17,736	37.36	7,472
7	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	99.72	1,994	96.67	1,933
8	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	100.00	6,000	27.62	1,657
9	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	61.25	1,225	91.97	1,839

- 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	33.00	660	54.57	1,091
2	CIDB Negeri Kedah	2,000	97.37	1,947	55.05	1,101
3	CIDB Negeri Kelantan	6,000	99.58	5,975	92.78	5,567
4	CIDB Negeri Melaka	2,000	59.52	1,190	75.89	1,518
5	CIDB Negeri Pahang	2,000	62.94	1,259	57.78	1,156
6	CIDB Negeri Perak	2,000	55.03	1,101	59.56	1,191
7	CIDB Negeri Pulau Pinang	2,000	97.17	1,943	85.71	1,714
8	CIDB Negeri Sabah	2,000	92.32	1,846	96.72	1,934
9	CIDB Negeri Terengganu	2,000	97.29	1,946	92.23	1,845
10	CIDB Tawau	2,000	33.25	665	43.59	872
11	Ibu Pejabat CIDB	20,000	88.68	17,736	37.36	7,472
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	42.51	850	27.23	545
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	99.72	1,994	96.67	1,933
14	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	100.00	6,000	27.62	1,657
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	61.25	1,225	91.97	1,839
16	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	30.98	620	62.04	1,241
17	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	19.91	1,195	33.02	1,981
18	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	36.33	2,180	39.54	2,372
19	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	17.20	1,032	40.21	2,413
20	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	17.70	1,062	67.70	4,062

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

No	Circuit Name	Speed (Kbps)	March %	April %	May %
1	CIDB Negeri Kelantan	6,000	99.47	99.42	99.46
2	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	99.55	99.17	99.43



4. HELPDESK SUMMARY

4.1 There total of 1 Tickets Report (TR) with status closed.

Figure 2: Summary of Tickets Report (TR) by Ticket Category

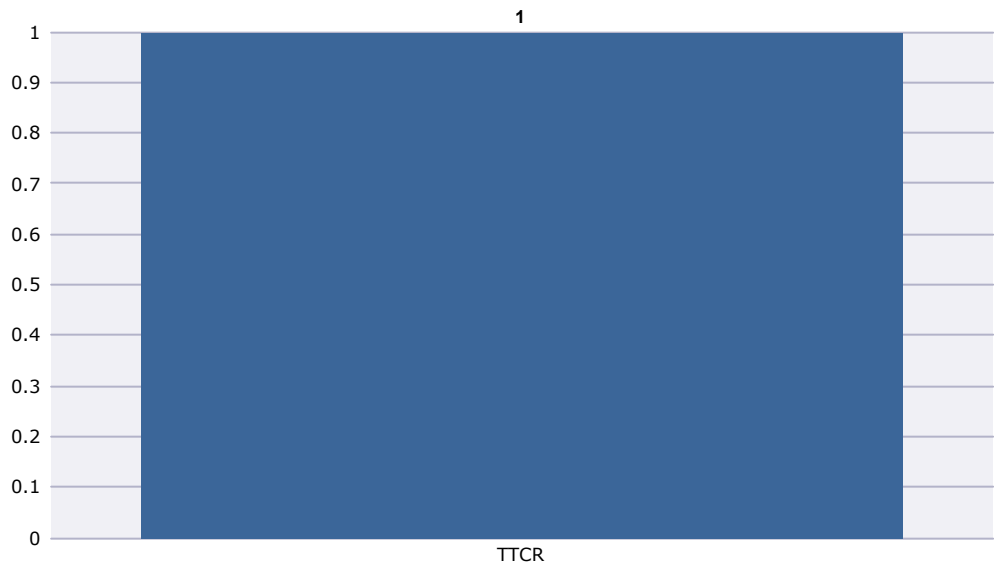
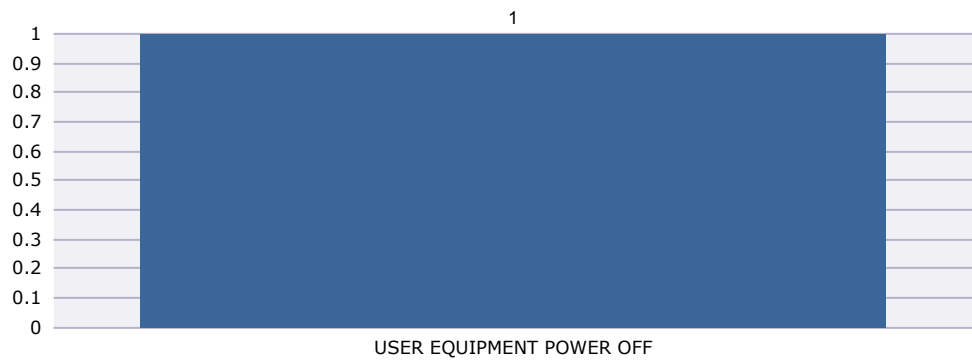


Figure 3: Summary of Tickets Report (TR) by Closure Code



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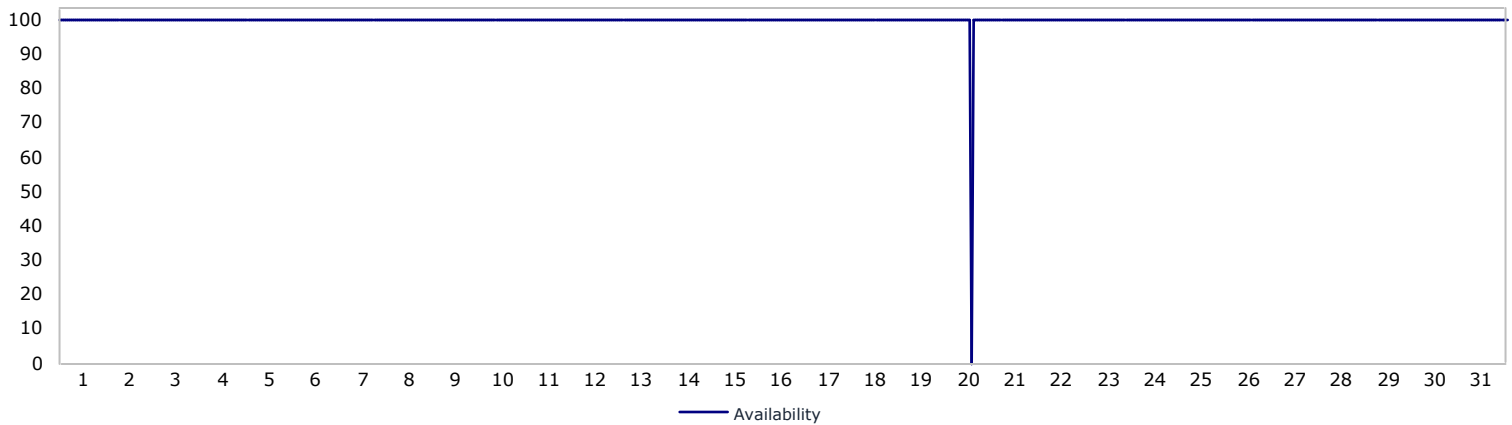
**4.2 List of Tickets Report (TR) for May 2018**

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
1	TTCR	IM181516	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	Detected line DOWN. SAMS critical alarm created on May 7, 2018 10:11:33 AM SGT	Power - Failure	USER EQUIPMENT POWER OFF	IPVPN Over Metro-E	5/07/18 10:33:40	5/07/18 10:46:50	00:13:12	00:00:00	00:13:12

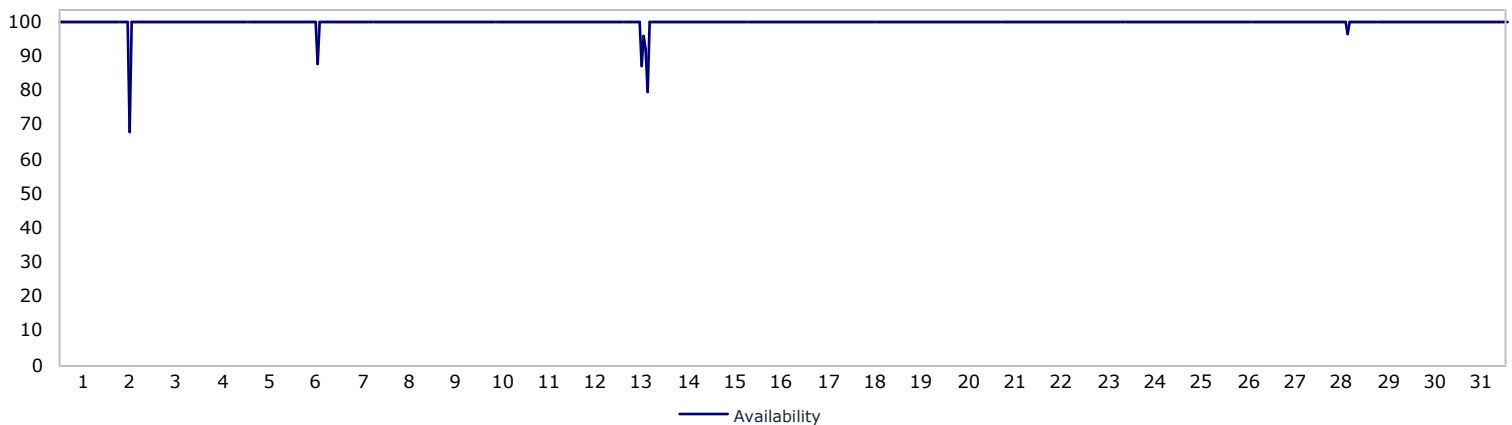
# APPENDIX

## Availability Graph for May 2018

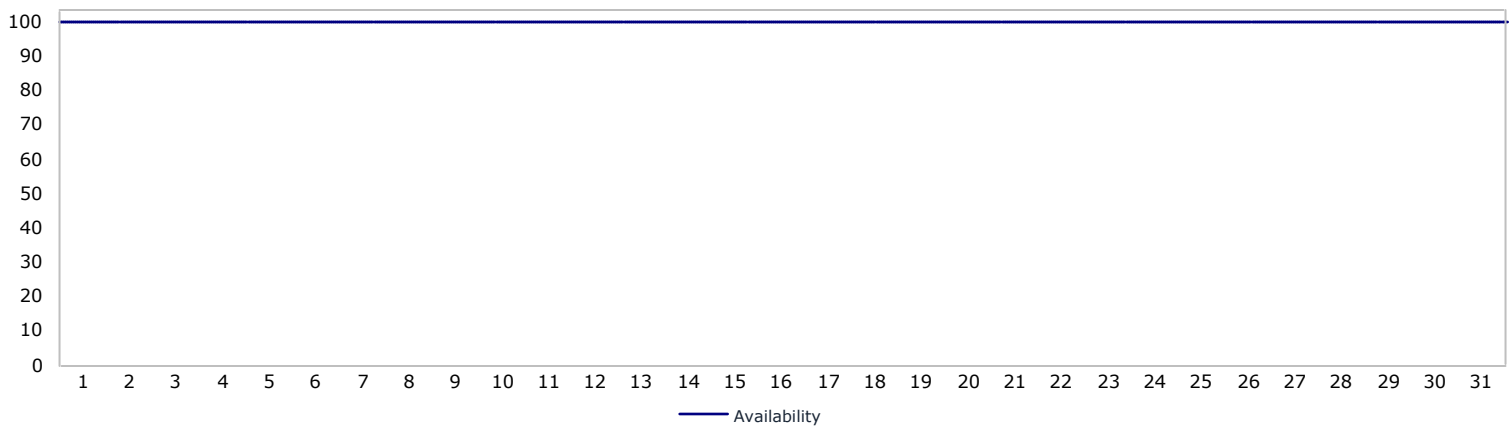
### 1 CIDB Miri

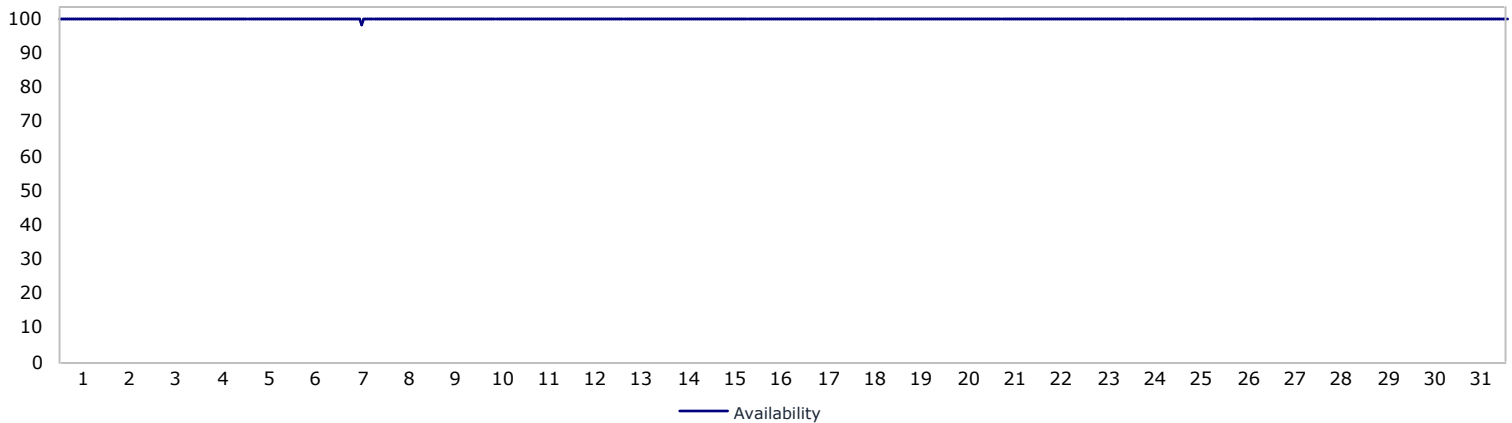
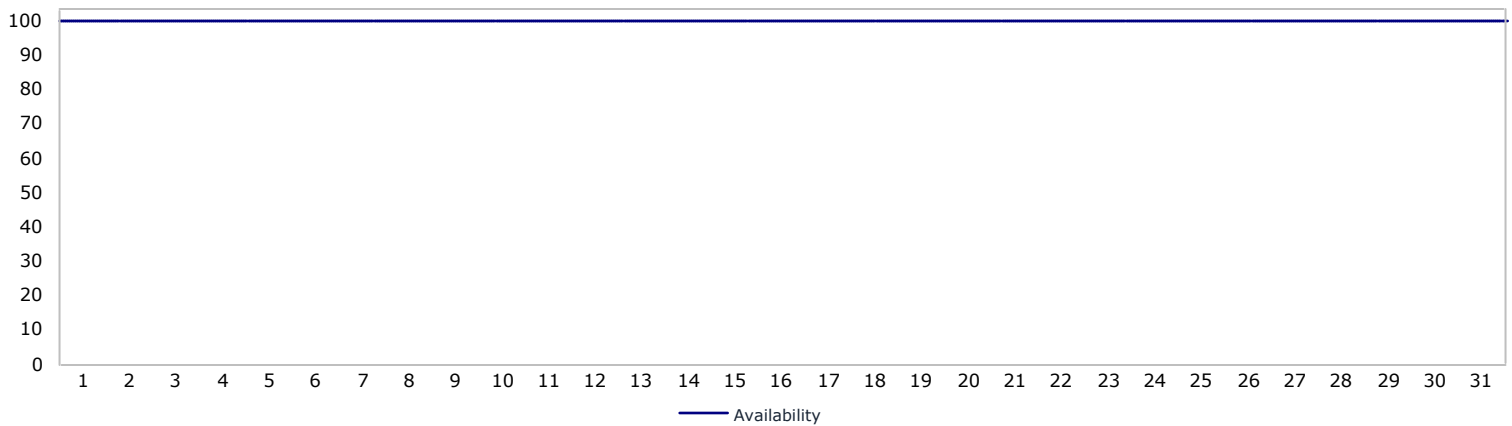
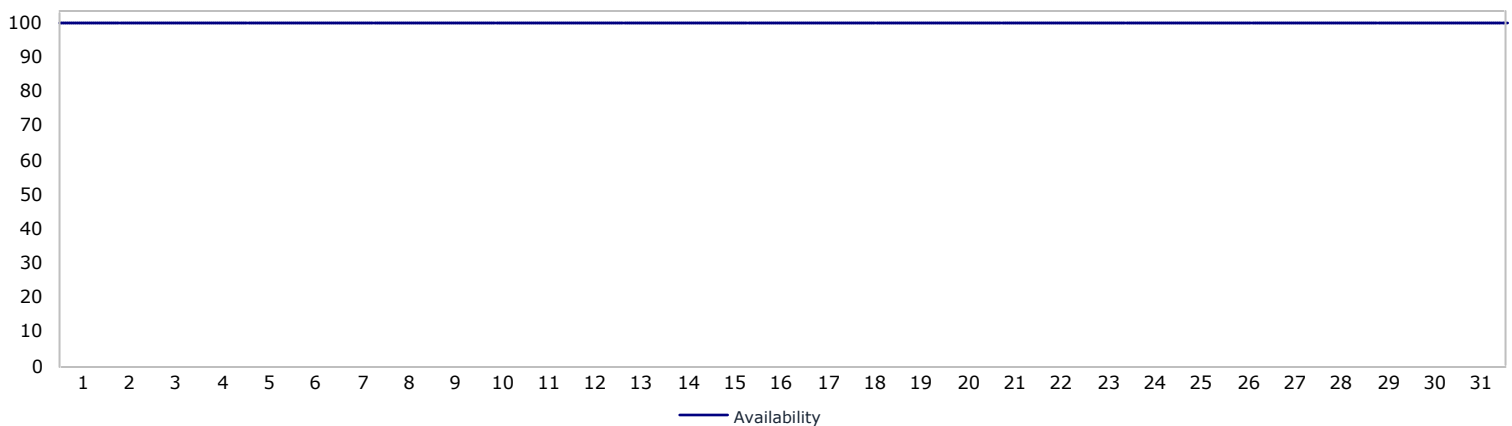
**Availability : 100.0%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%*

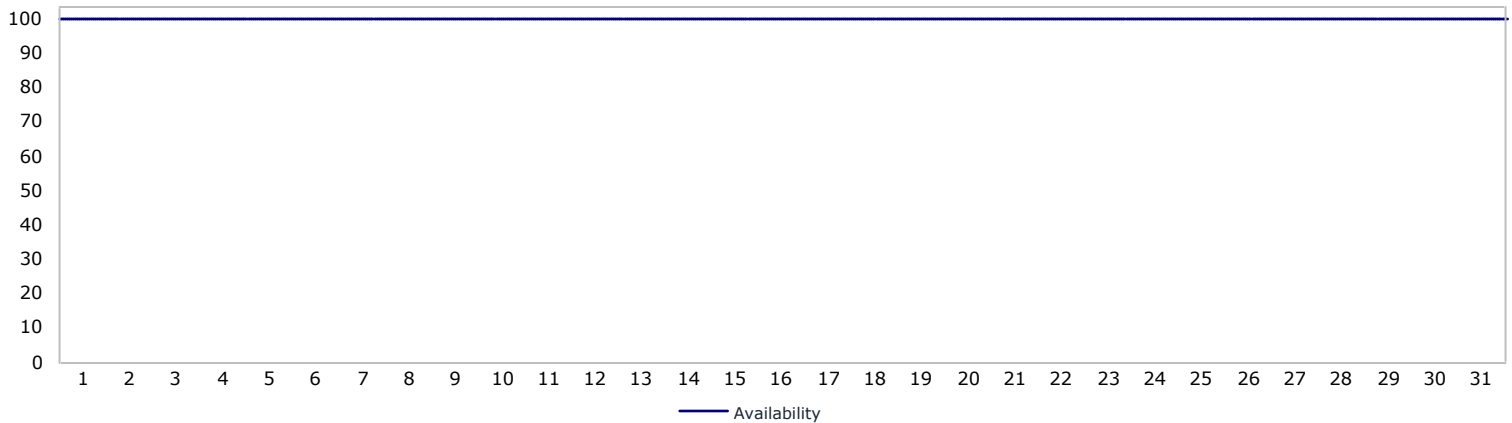
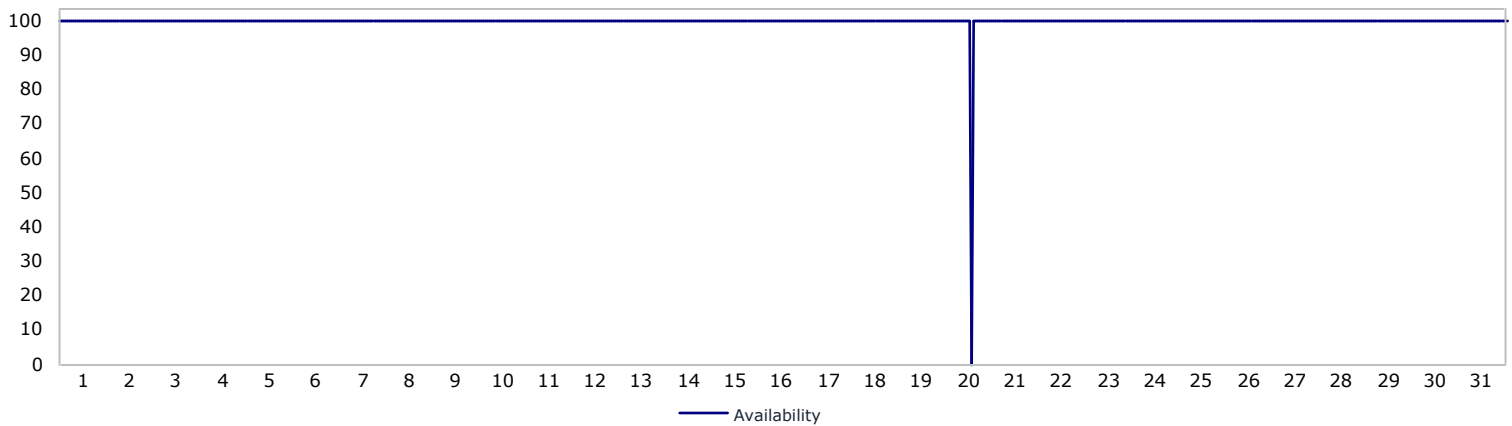
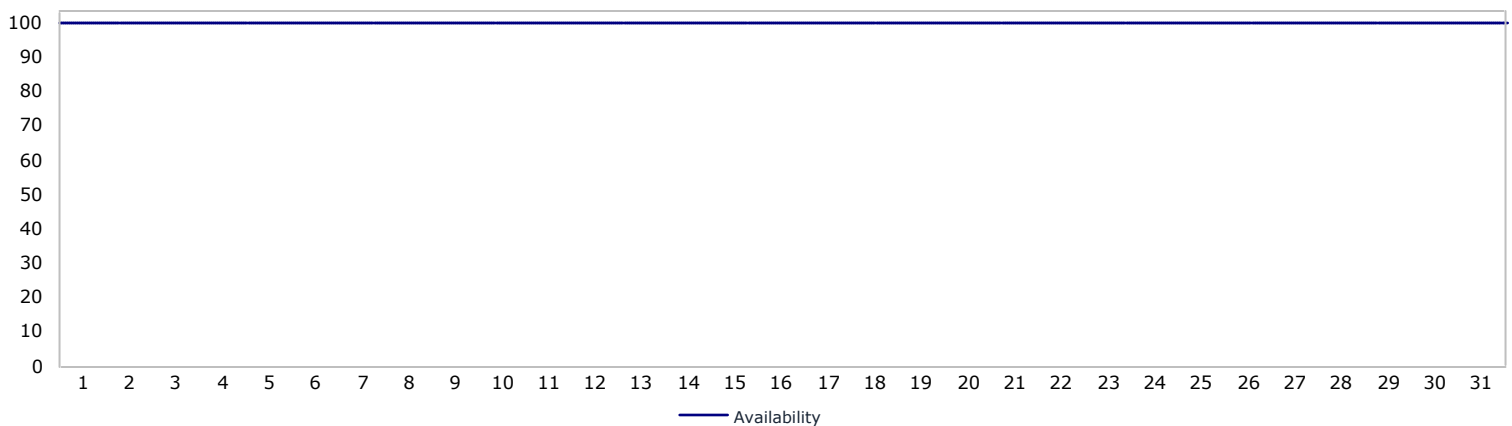
### 2 CIDB Negeri Kedah

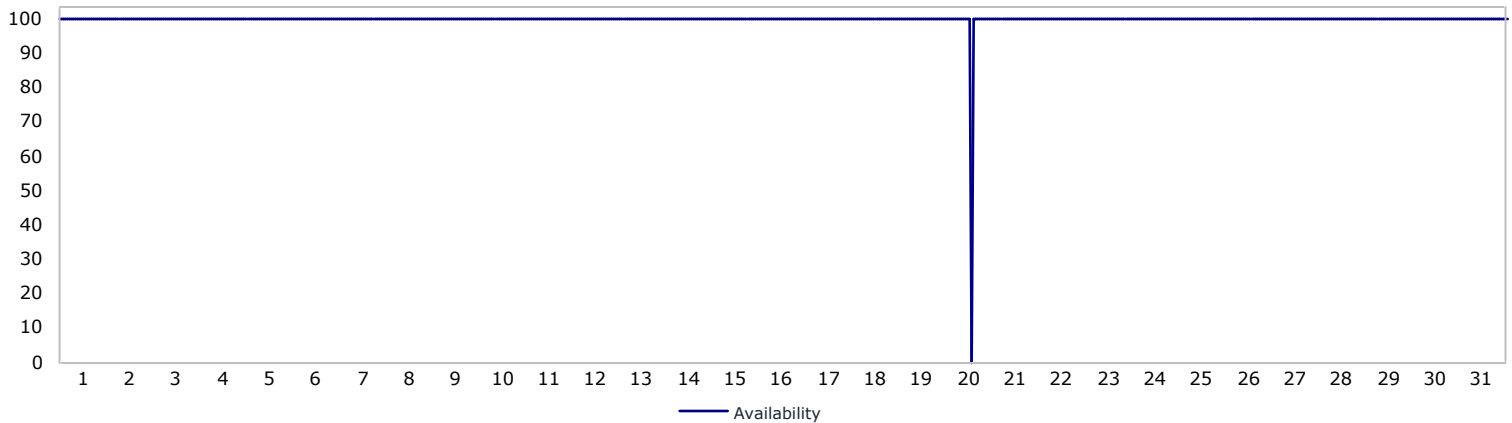
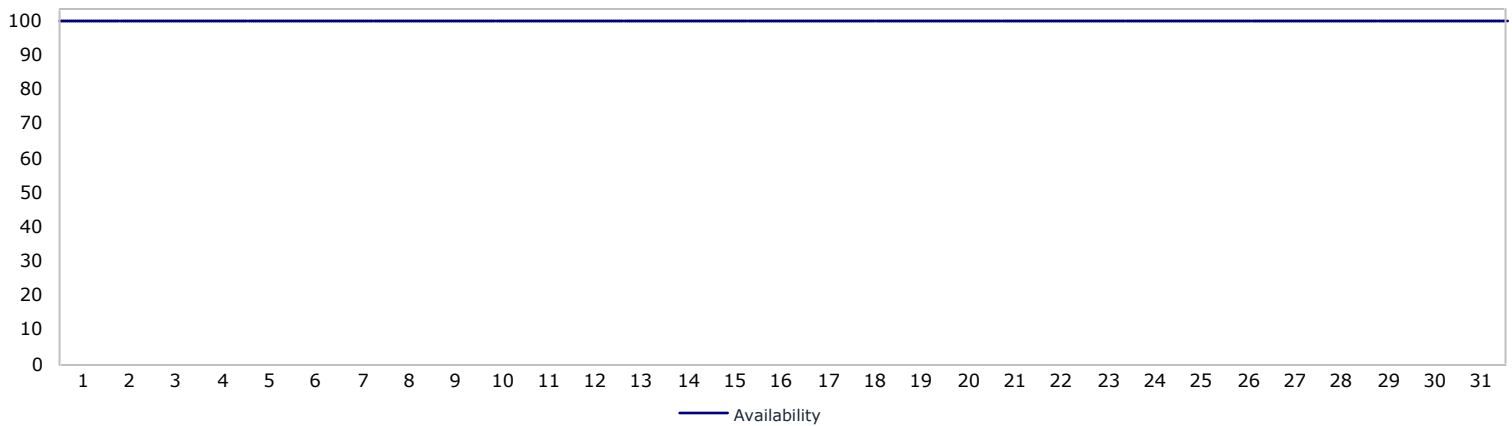
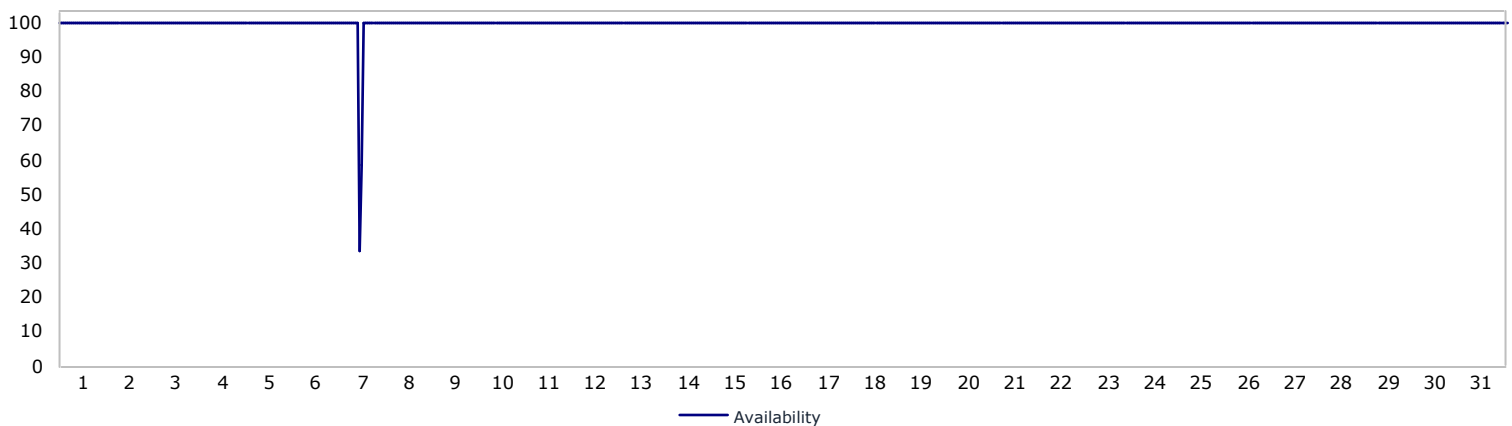
**Availability : 99.9%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%*

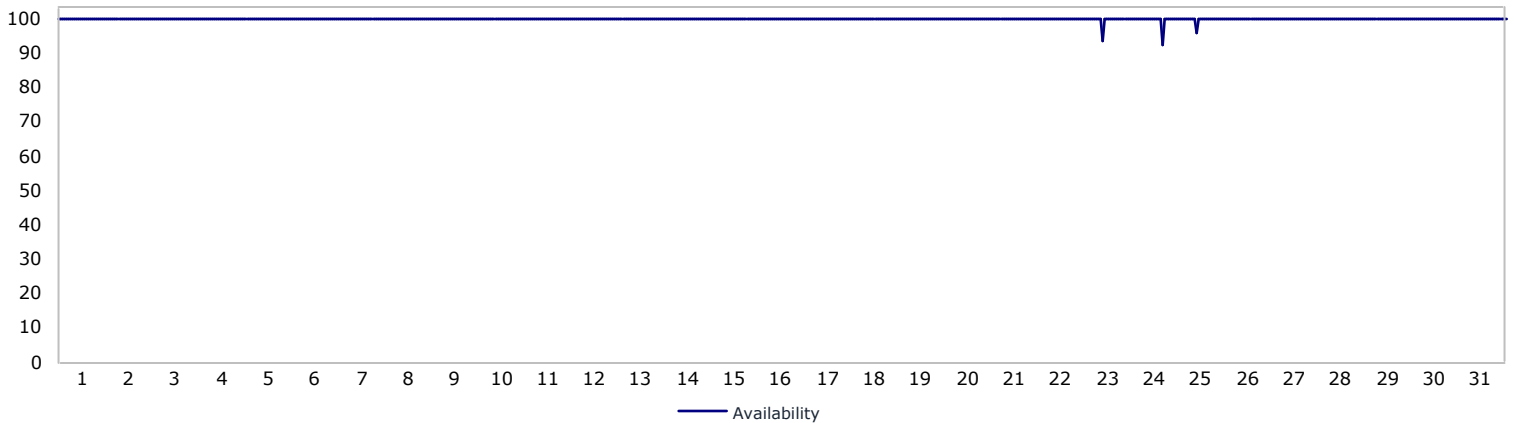
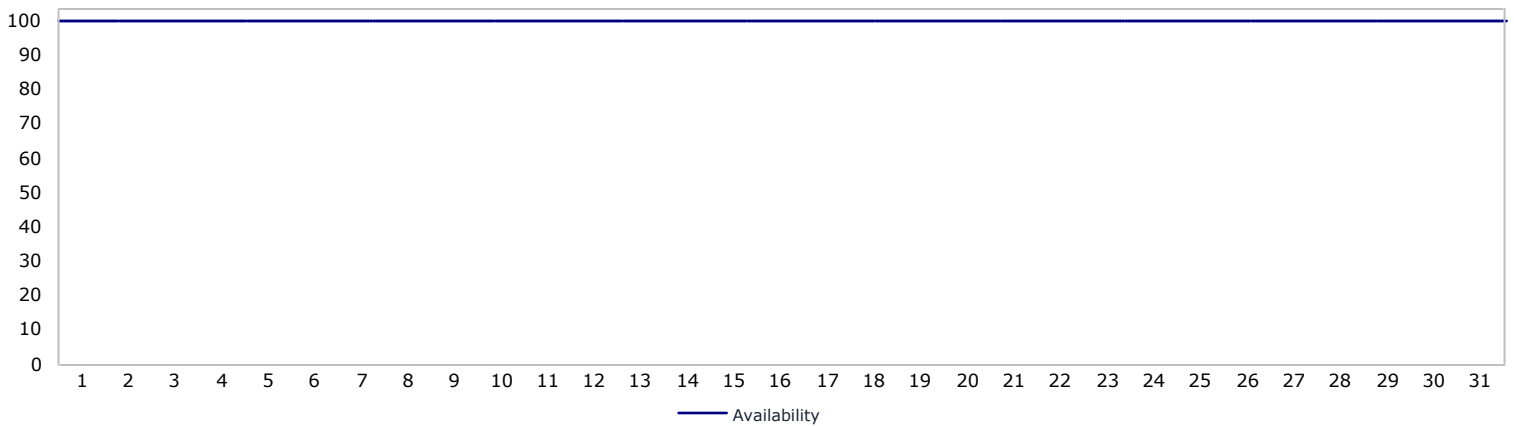
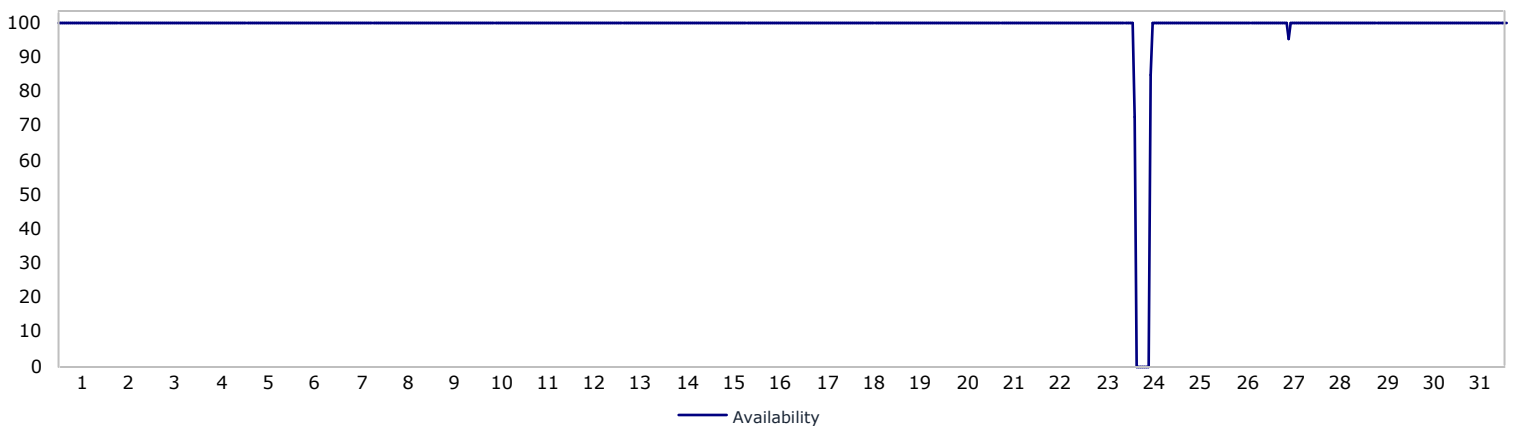
### 3 CIDB Negeri Kelantan

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

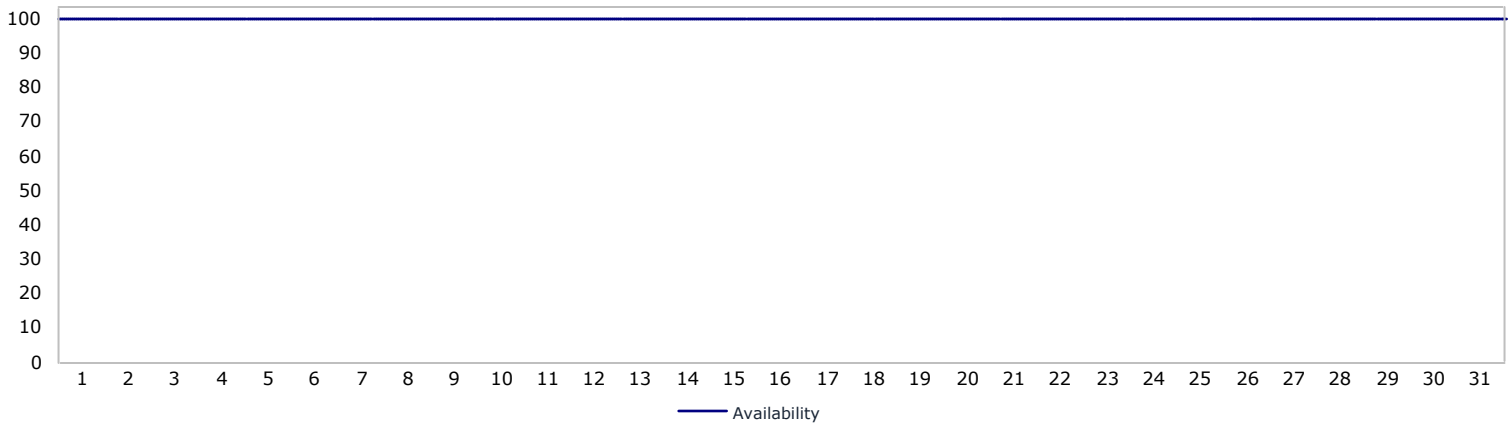
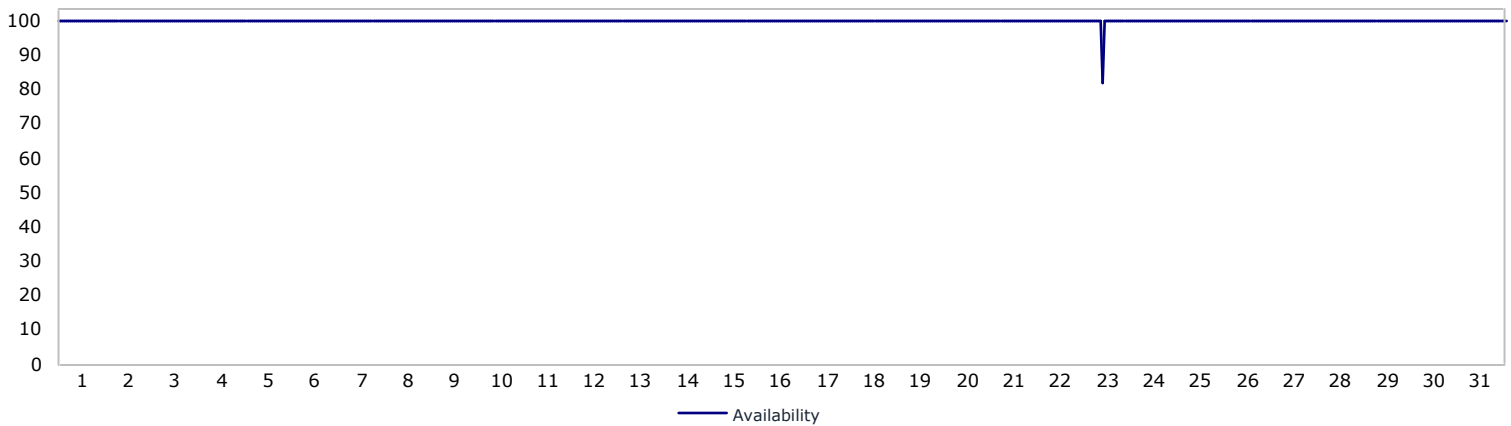
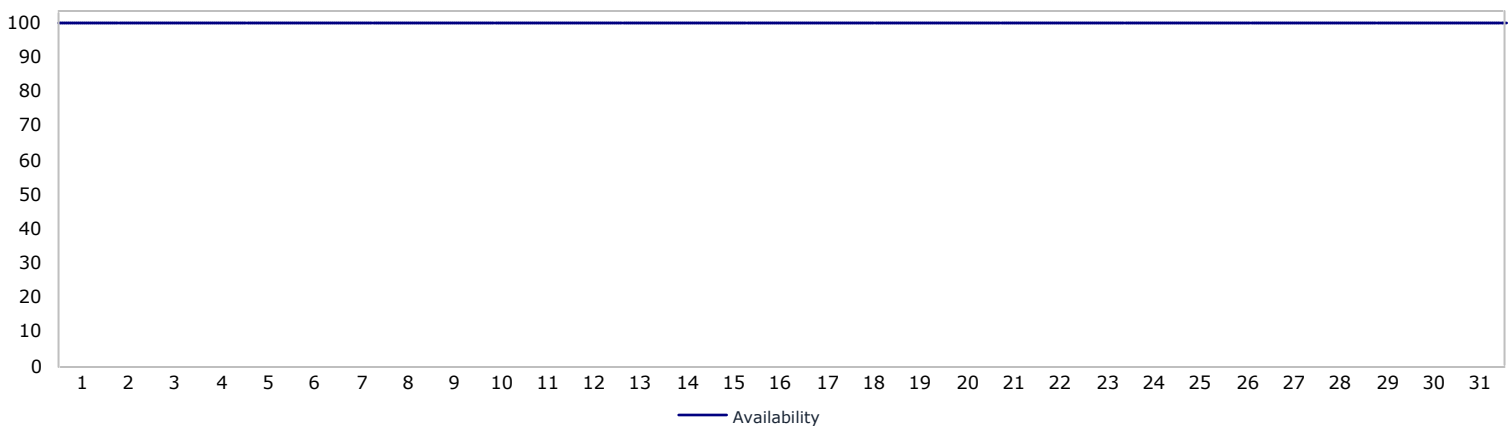
**4 CIDB Negeri Melaka****Availability : 100.0%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%***5 CIDB Negeri Pahang****Availability : 100.0%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***6 CIDB Negeri Perak****Availability : 100.0%***Technology : IPLL , Speed : 2,000 Kbps , SLG :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

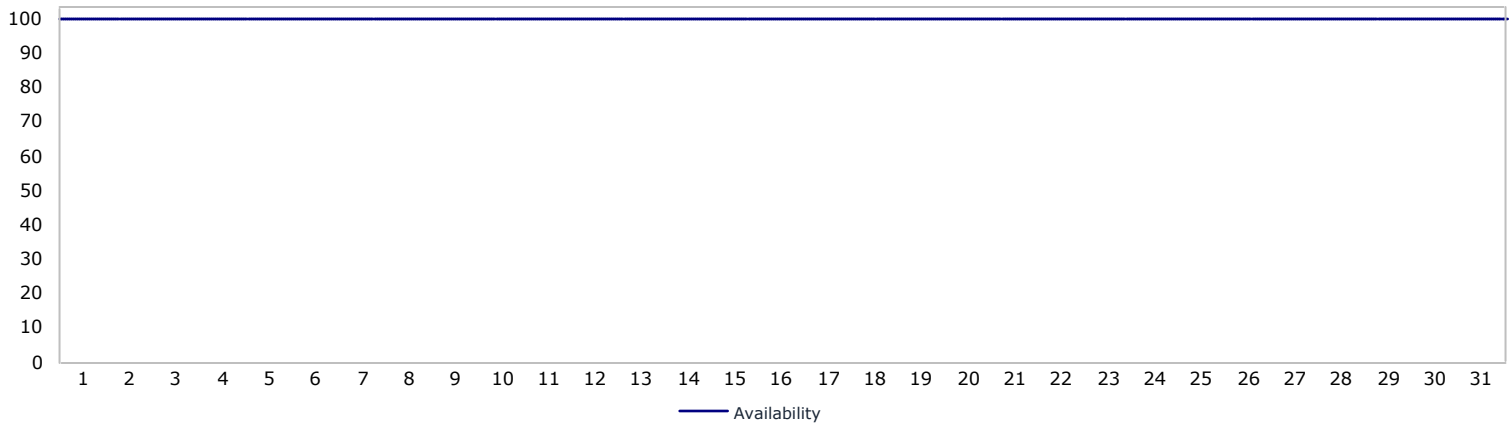
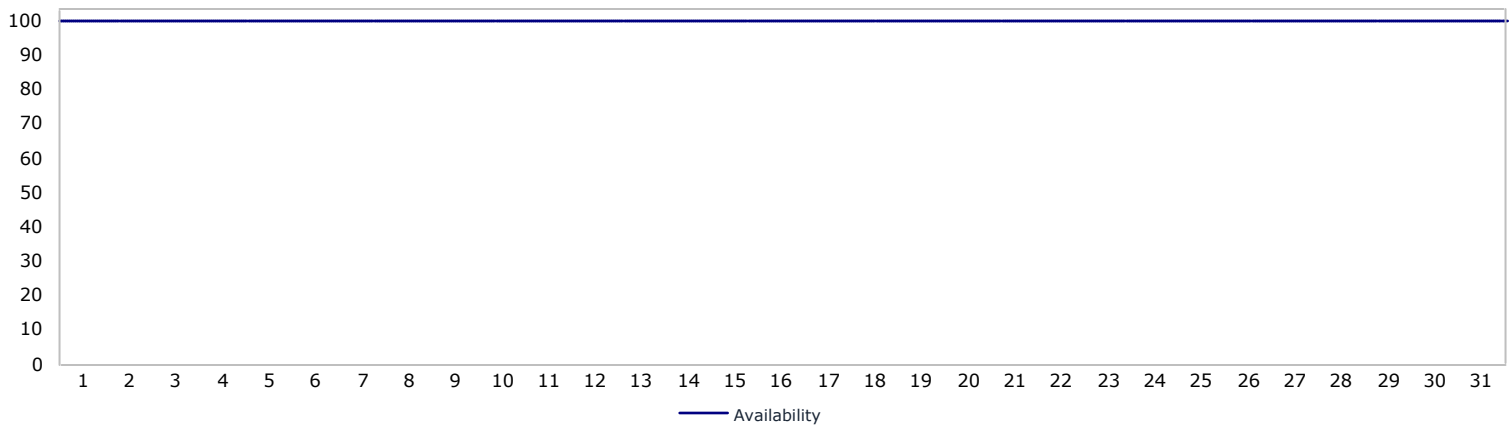
**7 CIDB Negeri Pulau Pinang****Availability : 100.0%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%***8 CIDB Negeri Sabah****Availability : 100.0%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***9 CIDB Negeri Terengganu****Availability : 100.0%***Technology : IPLL , Speed : 2,000 Kbps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

**10 CIDB Tawau****Availability : 100.0%***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 : 99.9%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%*

**13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan****Availability : 100.0%***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 : 99.0%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%*



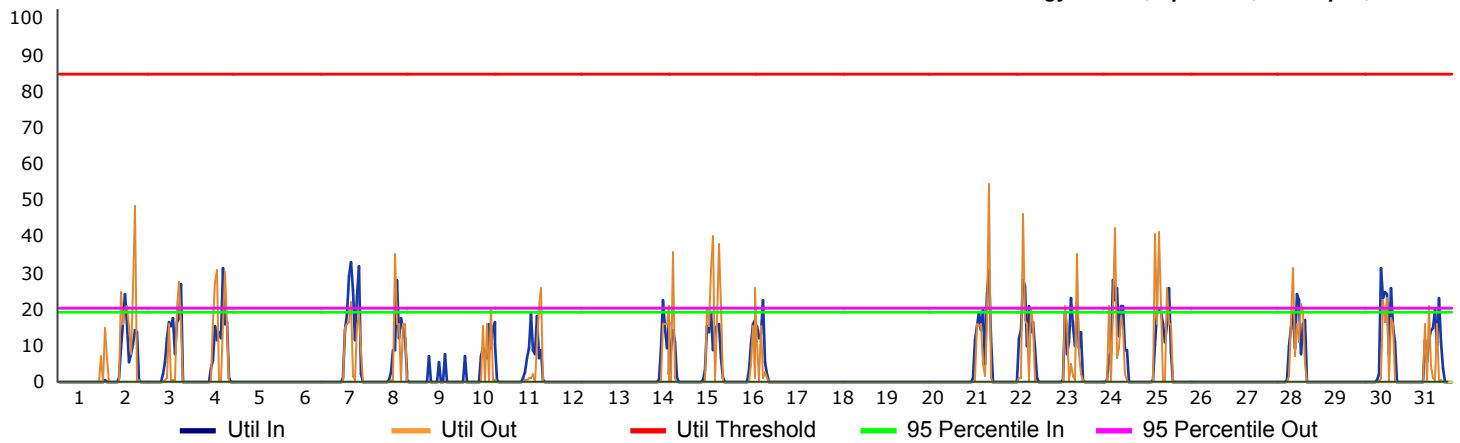
**16 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis****Availability : 100.0%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***17 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak****Availability : 100.0%***Technology : IPME , Speed : 6,000 Kbps , SLG : 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 May 2018

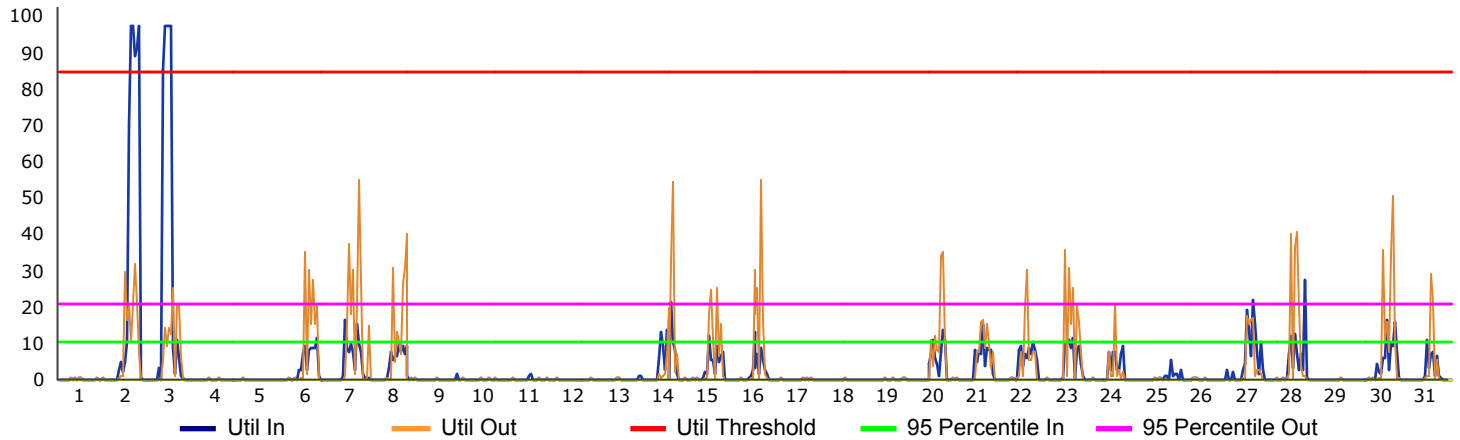
### 1 CIDB Miri

Max In : 33.00% | 95 Percentile In: 19.38%  
Max Out : 54.57% | 95 Percentile Out: 20.32%  
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



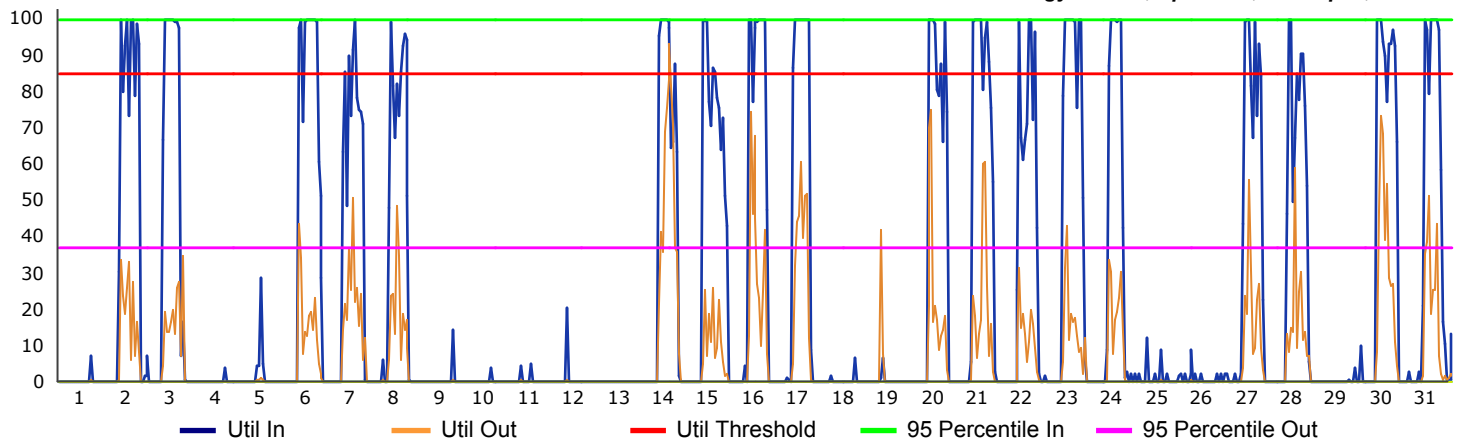
### 2 CIDB Negeri Kedah

Max In : 97.37% | 95 Percentile In: 10.46%  
Max Out : 55.05% | 95 Percentile Out: 21.08%  
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



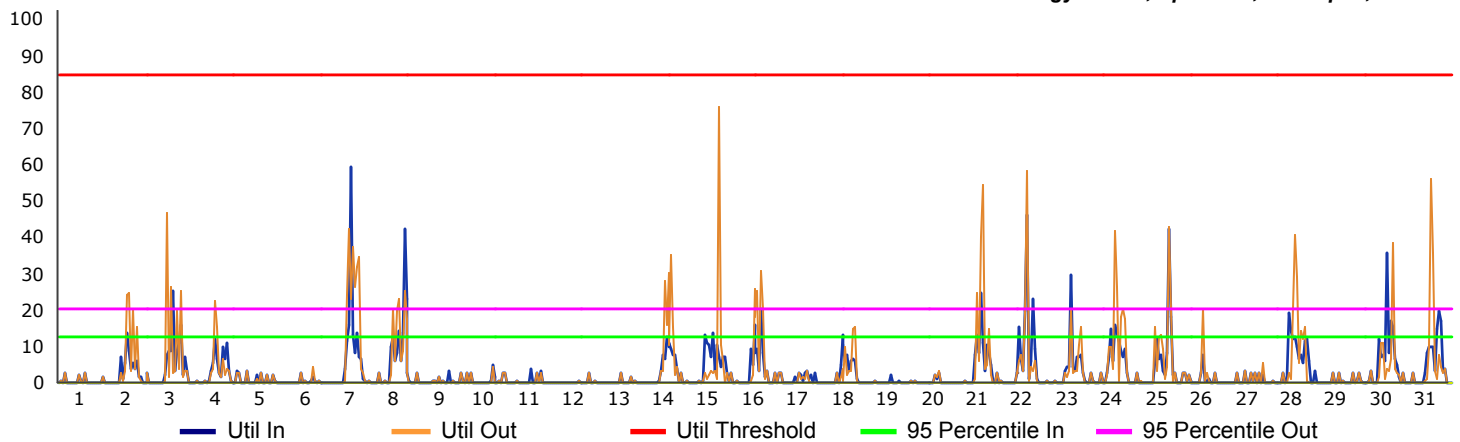
### 3 CIDB Negeri Kelantan

Max In : 99.58% | 95 Percentile In: 99.46%  
Max Out : 92.78% | 95 Percentile Out: 37.10%  
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

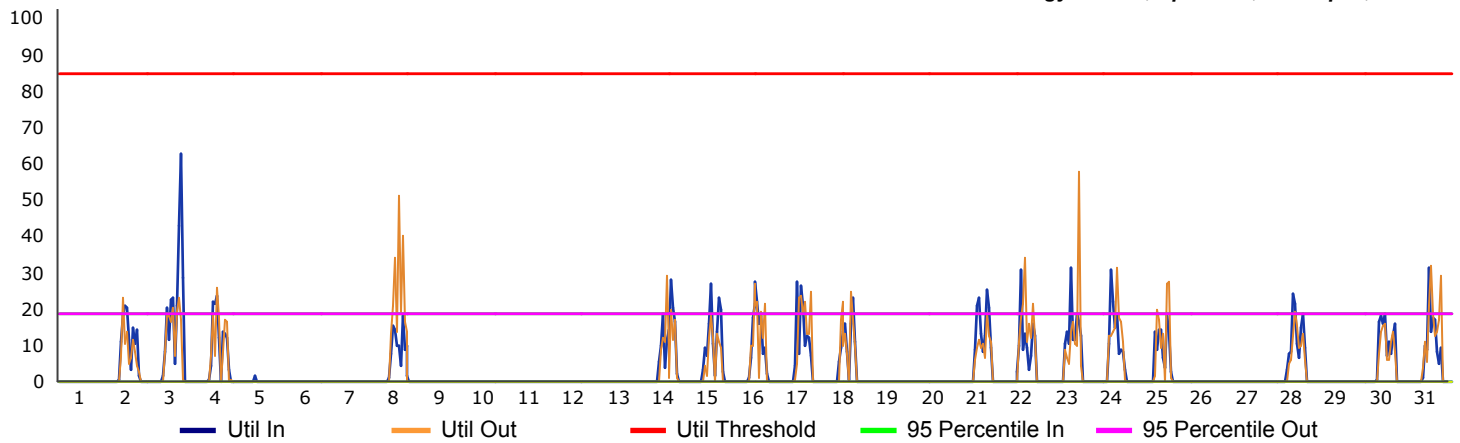


**4 CIDB Negeri Melaka**

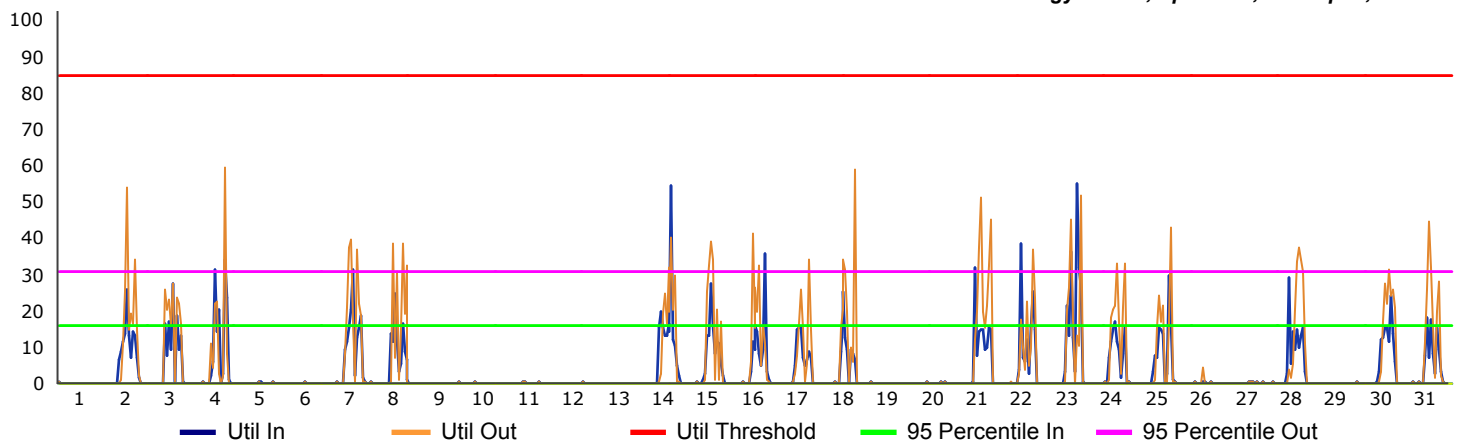
Max In : 59.52% | 95 Percentile In: 12.60%  
Max Out : 75.89% | 95 Percentile Out: 20.50%  
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

**5 CIDB Negeri Pahang**

Max In : 62.94% | 95 Percentile In: 18.70%  
Max Out : 57.78% | 95 Percentile Out: 18.84%  
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

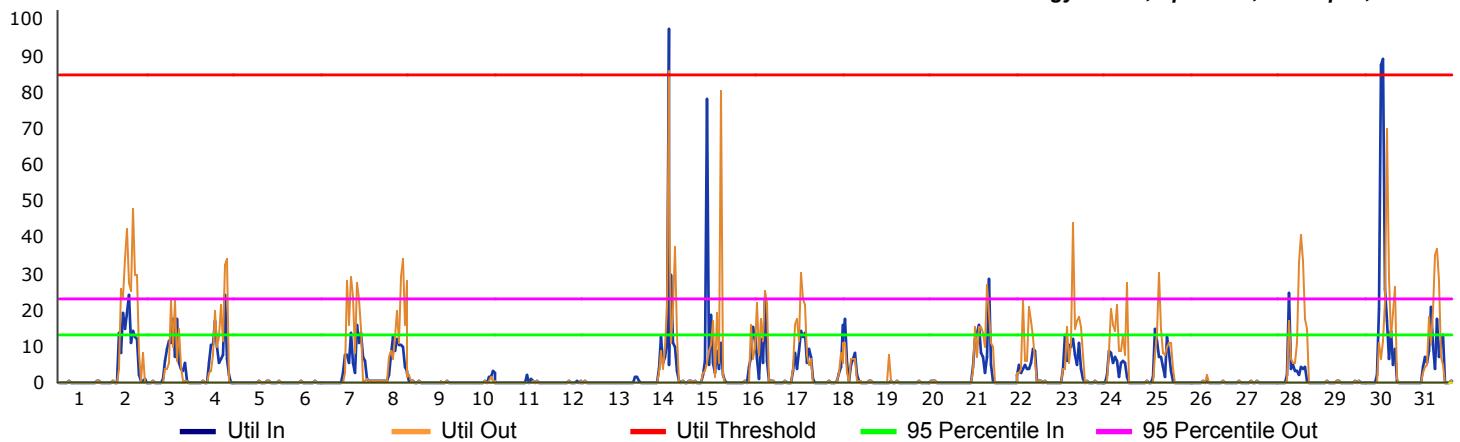
**6 CIDB Negeri Perak**

Max In : 55.03% | 95 Percentile In: 16.13%  
Max Out : 59.56% | 95 Percentile Out: 30.91%  
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

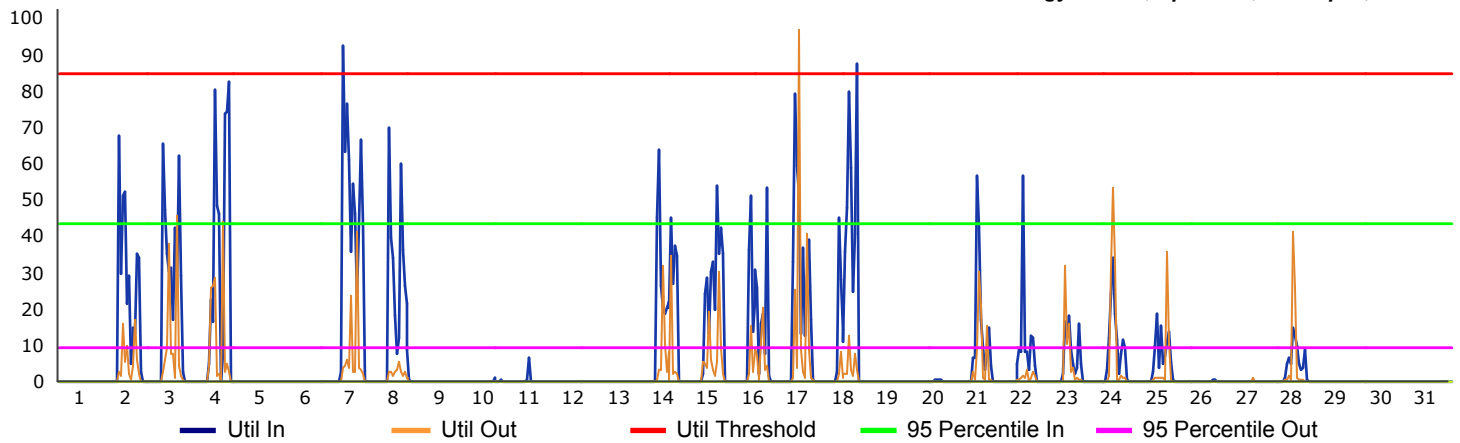


**7 CIDB Negeri Pulau Pinang**

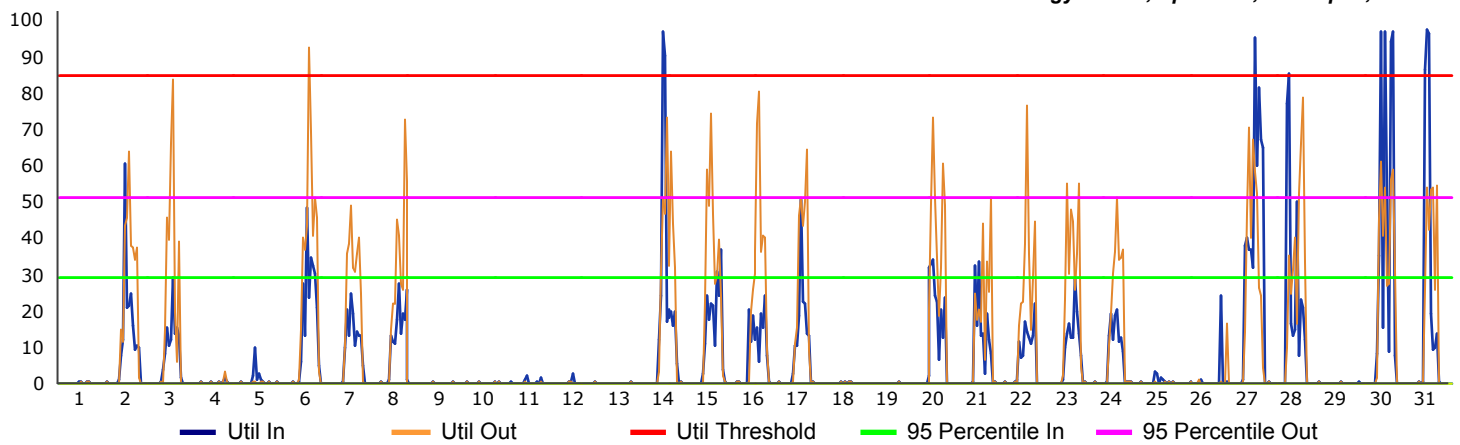
Max In : 97.17% | 95 Percentile In: 13.27%  
Max Out : 85.71% | 95 Percentile Out: 23.06%  
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

**8 CIDB Negeri Sabah**

Max In : 92.32% | 95 Percentile In: 43.73%  
Max Out : 96.72% | 95 Percentile Out: 9.41%  
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

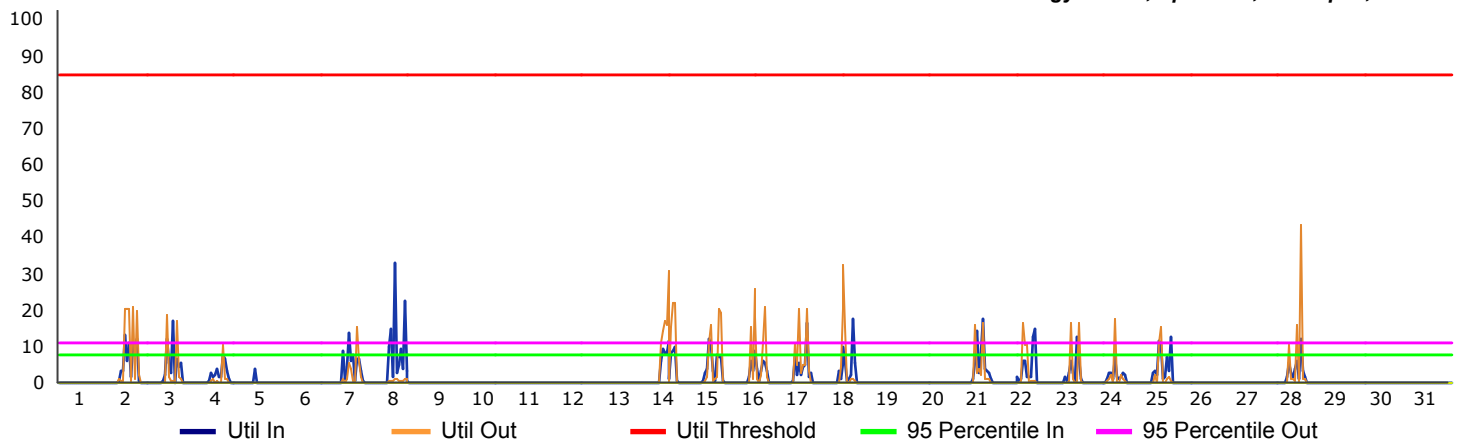
**9 CIDB Negeri Terengganu**

Max In : 97.29% | 95 Percentile In: 29.28%  
Max Out : 92.23% | 95 Percentile Out: 51.05%  
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

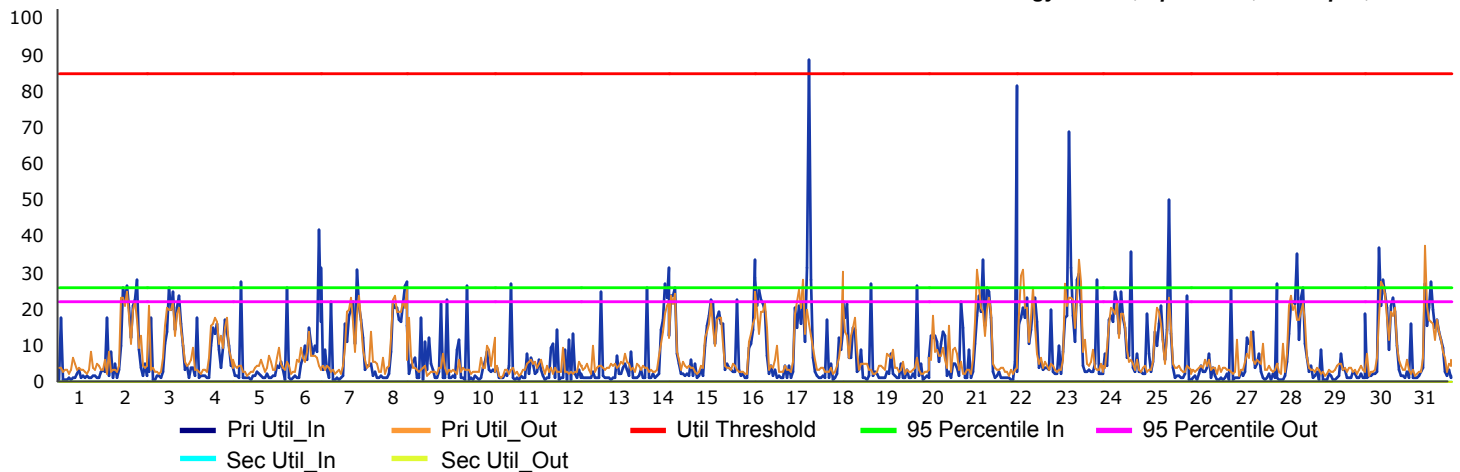


**10 CIDB Tawau**

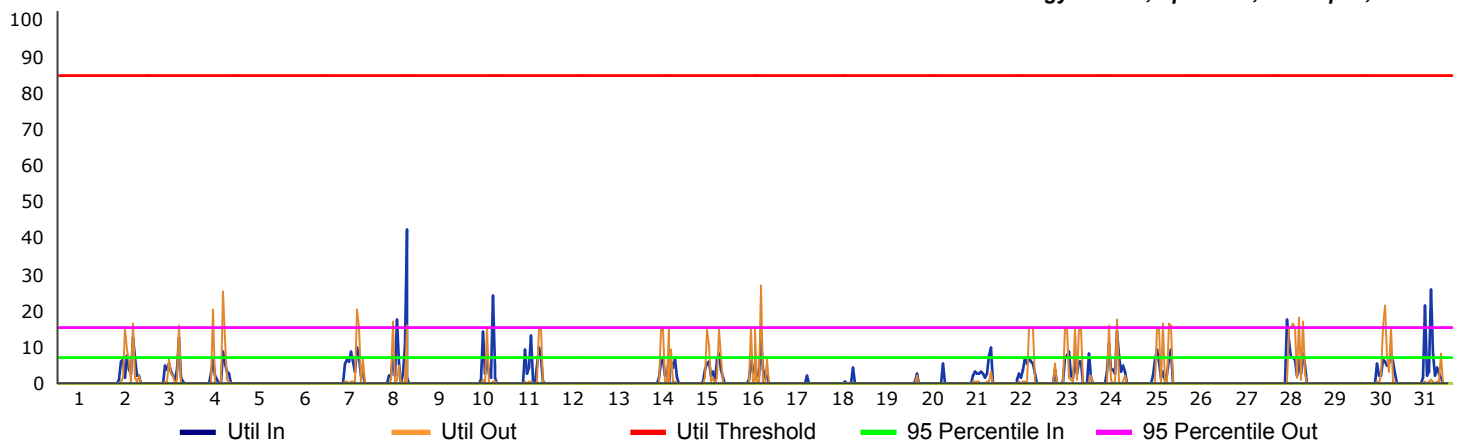
Max In : 33.25% | 95 Percentile In: 7.91%  
Max Out : 43.59% | 95 Percentile Out: 11.29%  
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

**11 Ibu Pejabat CIDB**

Max In : 88.68% | 95 Percentile In: 26.03%  
Max Out : 37.36% | 95 Percentile Out: 21.96%  
Technology : IPME , Speed : 20,000 Kbps , SLG : 99.9%

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

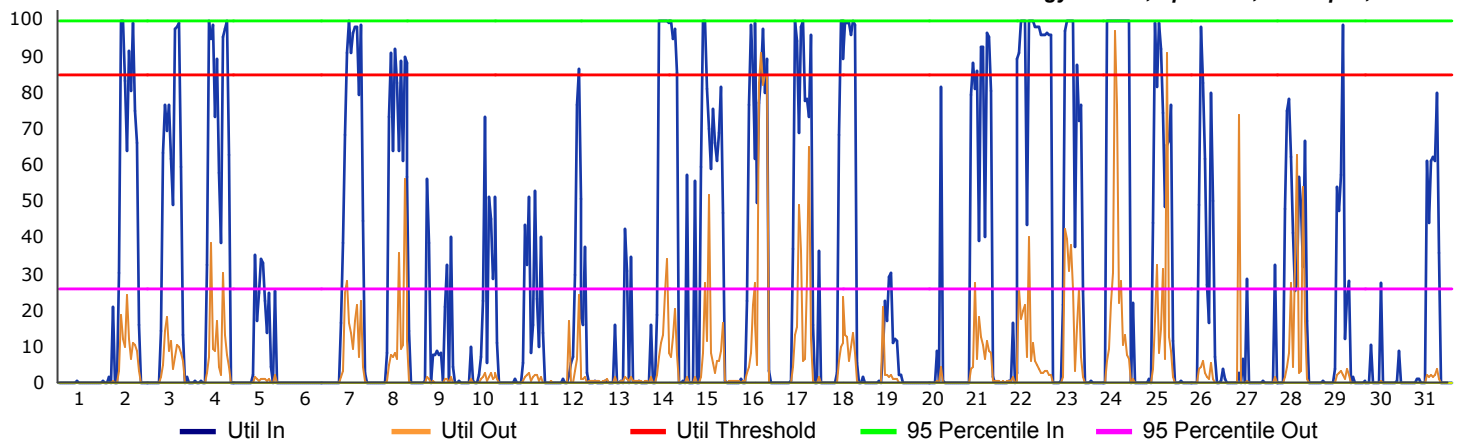
Max In : 42.51% | 95 Percentile In: 7.46%  
Max Out : 27.23% | 95 Percentile Out: 15.26%  
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



**13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan**

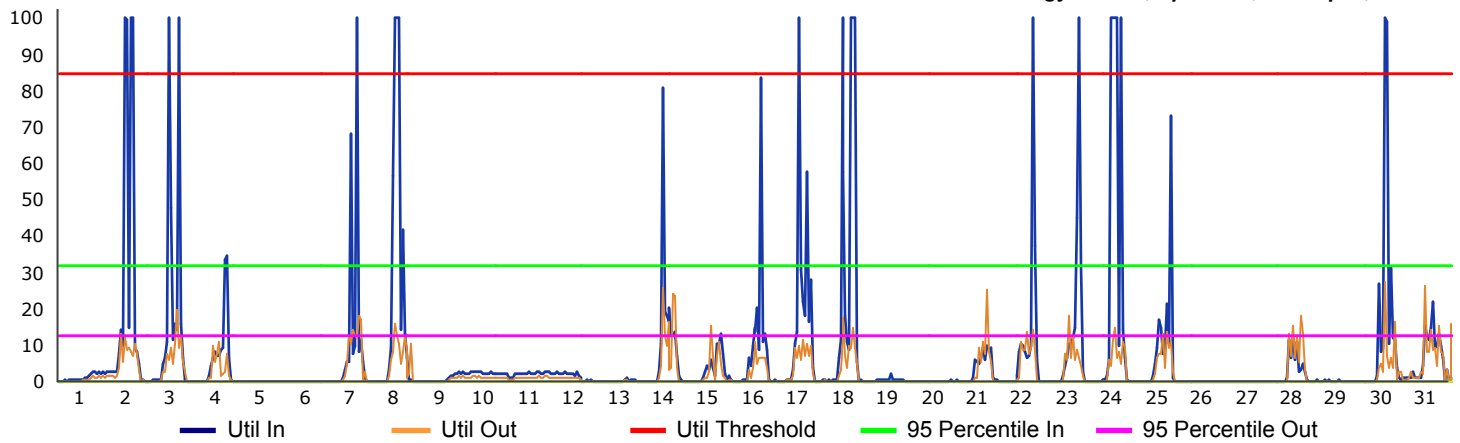
Max In : 99.72% | 95 Percentile In: 99.43%  
Max Out : 96.67% | 95 Percentile Out: 25.82%

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

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

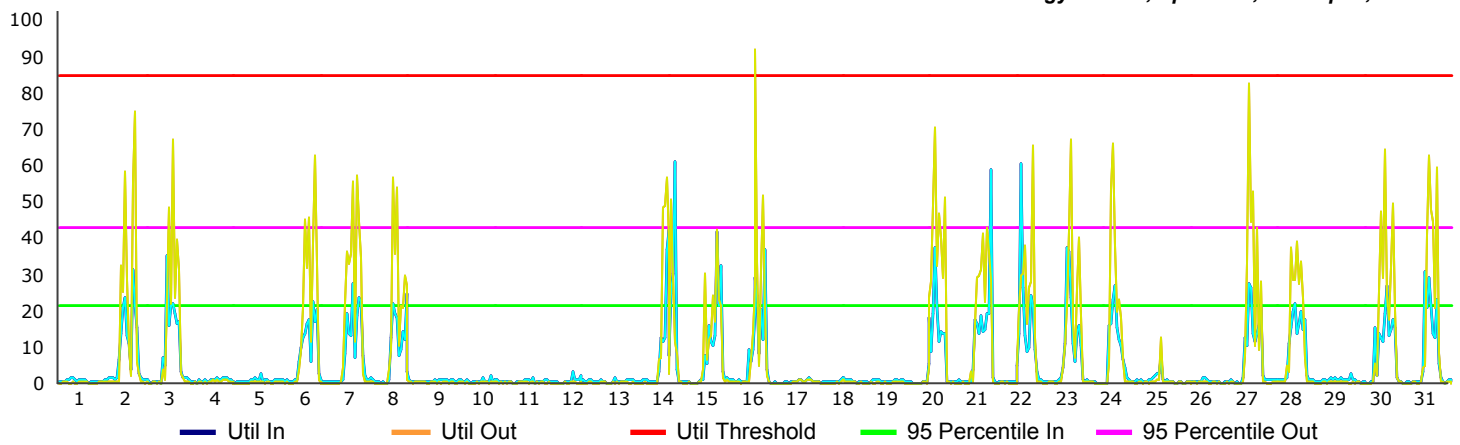
Max In : 100.00% | 95 Percentile In: 31.92%  
Max Out : 27.62% | 95 Percentile Out: 12.60%

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

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

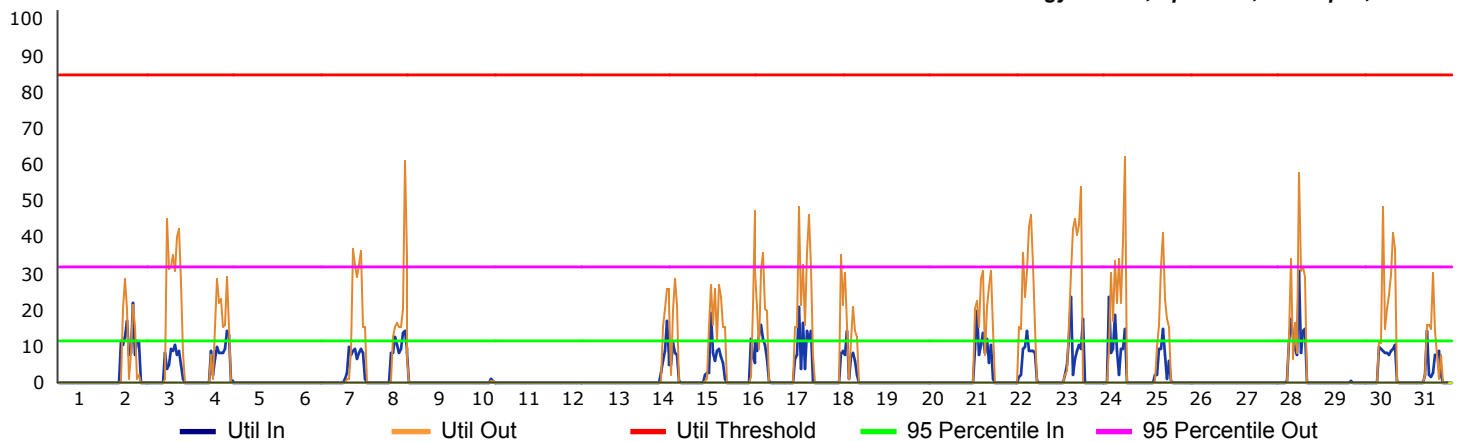
Max In : 61.25% | 95 Percentile In: 21.84%  
Max Out : 91.97% | 95 Percentile Out: 43.18%

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

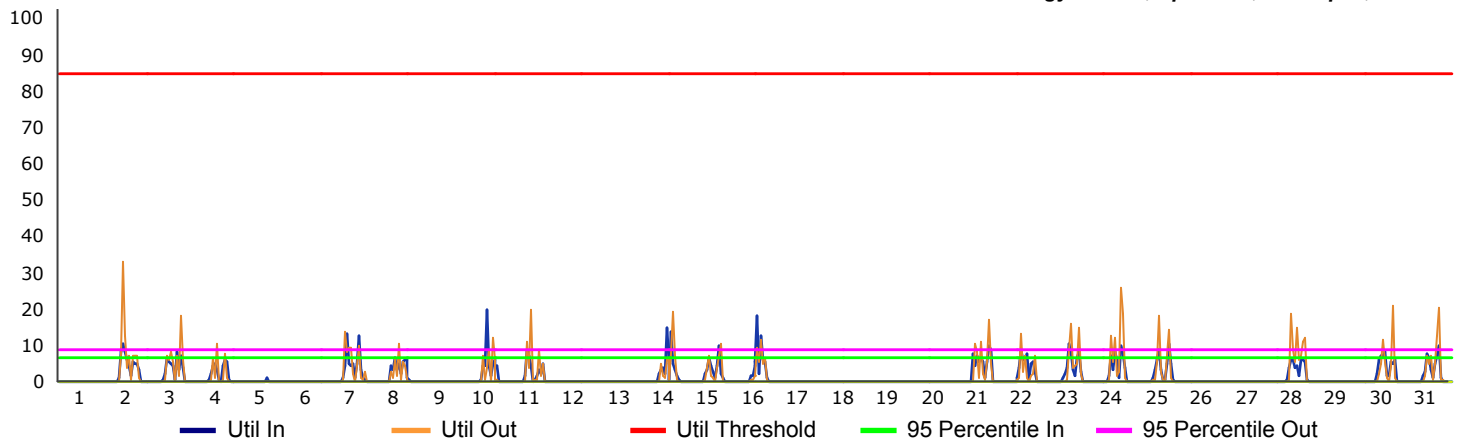


**16 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis**

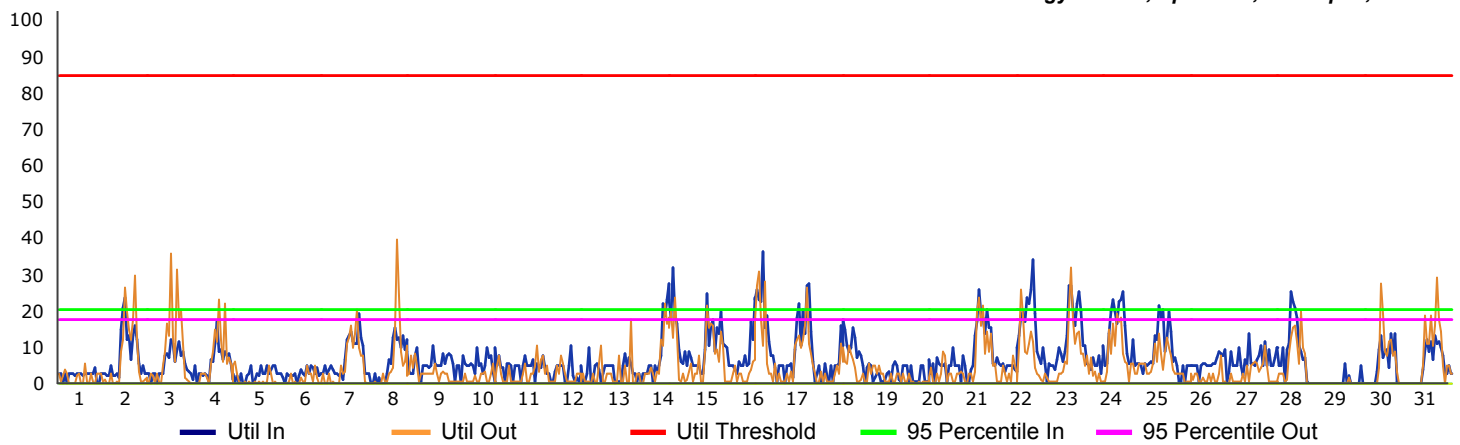
Max In : 30.98% | 95 Percentile In: 11.72%  
Max Out : 62.04% | 95 Percentile Out: 32.10%  
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

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

Max In : 19.91% | 95 Percentile In: 6.82%  
Max Out : 33.02% | 95 Percentile Out: 8.99%  
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

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

Max In : 36.33% | 95 Percentile In: 20.28%  
Max Out : 39.54% | 95 Percentile Out: 17.78%  
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



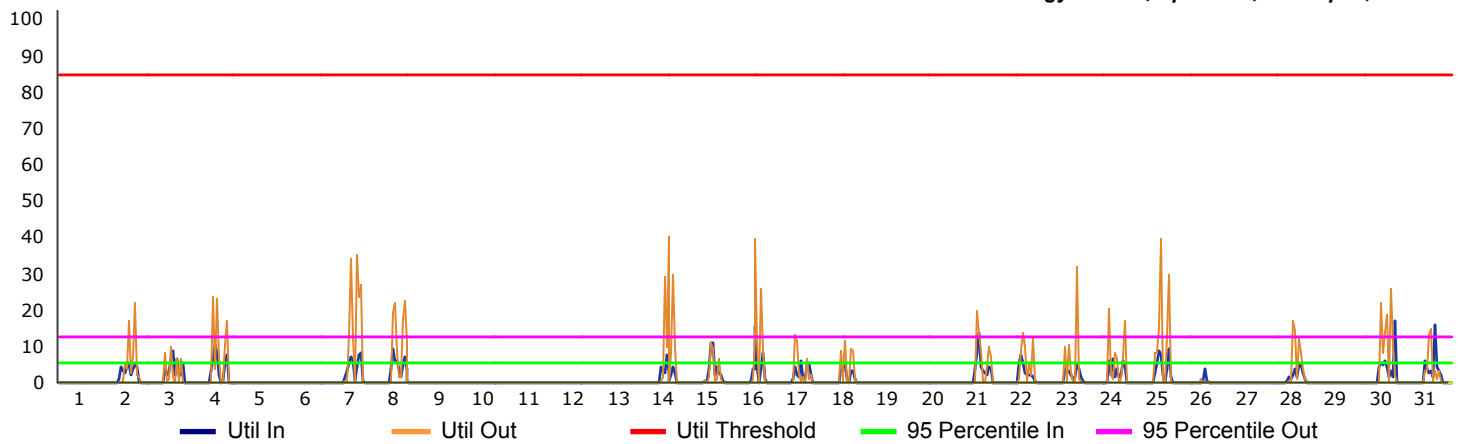


**19 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan**

Max In : 17.20% | 95 Percentile In: 5.66%

Max Out : 40.21% | 95 Percentile Out: 12.94%

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

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

Max In : 17.70% | 95 Percentile In: 5.76%

Max Out : 67.70% | 95 Percentile Out: 45.08%

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

