1Gov*Net
KKR-CIDB
MONTHLY SLG REPORT
APRIL 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
KKR-CIDB
April 2018

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 April is 100.0%. There is 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 is 15 circuits achieved 100.0% Circuit Availability and 5 circuits not achieved 100% Circuit Availability.

1.4 There is 13 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 April 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
TELCO (INFRA) CIRCUIT Migration	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:

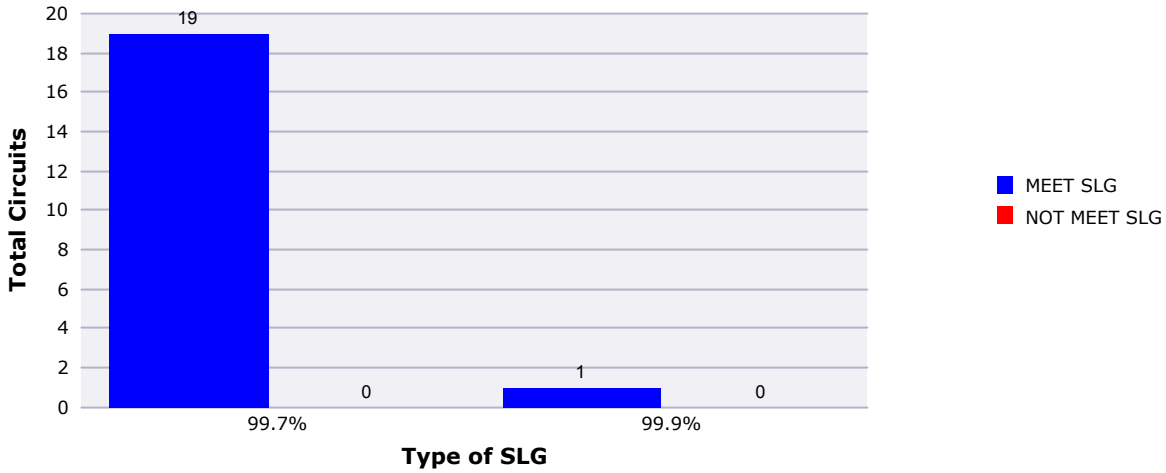
Service Availability for Month = ((T - D) x 100)/ T
Where:
T is the total number of minutes in the Month; and
D is Downtime.
Downtime means any interruption to availability of service which includes due to GSB, Telco, Customer and Others.

b) Site Avalaibility
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:

Site Availability for Month = ((T - F) x 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

* 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 Terengganu	2,000	IPLL	99.7	100
8	CIDB Tawau	2,000	IPLL	99.7	100
9	Ibu Pejabat CIDB	20,000	IPME	99.9	100
10	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	IPME	99.7	100
11	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	IPME	99.7	100
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	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 Sembilan	6,000	IPME	99.7	100
15	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	IPME	99.7	100

2.6 There is 5 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	CIDB Negeri Sabah	2,000	IPME	99.7	99.8	
3	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	IPME	99.7	99.9	
4	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	IPME	99.7	99.7	
5	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	IPME	99.7	98.1	

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 is 13 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 Miri	2,000	99.50	1,990	95.26	1,905
2	CIDB Negeri Kedah	2,000	97.31	1,946	82.27	1,645
3	CIDB Negeri Kelantan	6,000	99.59	5,976	86.90	5,214
4	CIDB Negeri Perak	2,000	88.15	1,763	84.11	1,682
5	CIDB Negeri Sabah	2,000	98.87	1,977	92.54	1,851
6	CIDB Negeri Terengganu	2,000	96.86	1,937	96.94	1,939
7	Ibu Pejabat CIDB	20,000	94.37	18,873	33.09	6,618
8	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	99.74	1,995	98.22	1,964
9	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	100.00	6,000	80.09	4,805
10	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	71.80	1,436	95.48	1,910
11	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	64.22	1,284	87.61	1,752
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	41.21	2,473	97.19	5,831
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	98.23	5,894	58.99	3,539

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

* 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	99.50	1,990	95.26	1,905
2	CIDB Negeri Kedah	2,000	97.31	1,946	82.27	1,645
3	CIDB Negeri Kelantan	6,000	99.59	5,976	86.90	5,214
4	CIDB Negeri Melaka	2,000	78.22	1,564	57.67	1,153
5	CIDB Negeri Pahang	2,000	56.27	1,125	60.08	1,202
6	CIDB Negeri Perak	2,000	88.15	1,763	84.11	1,682
7	CIDB Negeri Pulau Pinang	2,000	77.63	1,553	74.75	1,495
8	CIDB Negeri Sabah	2,000	98.87	1,977	92.54	1,851
9	CIDB Negeri Terengganu	2,000	96.86	1,937	96.94	1,939
10	CIDB Tawau	2,000	58.58	1,172	44.37	887
11	Ibu Pejabat CIDB	20,000	94.37	18,873	33.09	6,618
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	82.61	1,652	39.63	793
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	99.74	1,995	98.22	1,964
14	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	100.00	6,000	80.09	4,805
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	71.80	1,436	95.48	1,910
16	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	64.22	1,284	87.61	1,752
17	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	50.78	3,047	28.23	1,694
18	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	41.21	2,473	97.19	5,831
19	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	98.23	5,894	58.99	3,539
20	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	20.57	1,234	79.80	4,788

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

No	Circuit Name	Speed (Kbps)	February %	March %	April %
1	CIDB Negeri Kelantan	6,000	85.61	99.47	99.42
2	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	99.48	99.55	99.17

4. HELPDESK SUMMARY

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

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

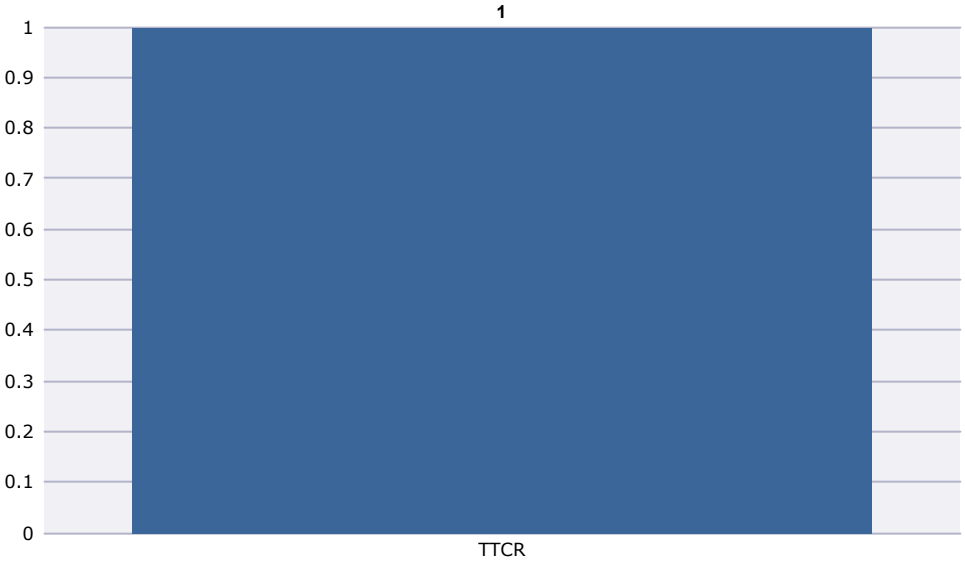
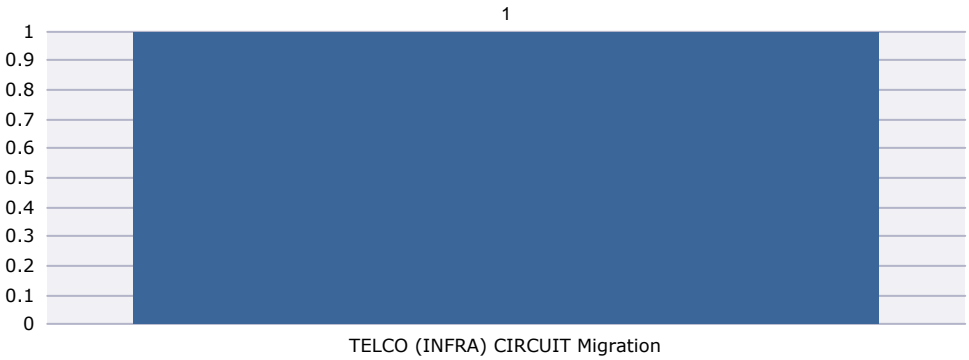


Figure 3: Summary of Tickets Report (TR) by Closure Code



4.2 List of Tickets Report (TR) for April 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	IM177583	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	Detected Line Down. SAMS critical alarm created on Mar 29, 2018 3:48:03 PM SGT	Related to GSB	TELCO (INFRA) CIRCUIT Migration	IPVPN Over Leased Line	4/01/18 10:08:27	4/01/18 10:16:01	00:07:48	00:02:24	00:05:24

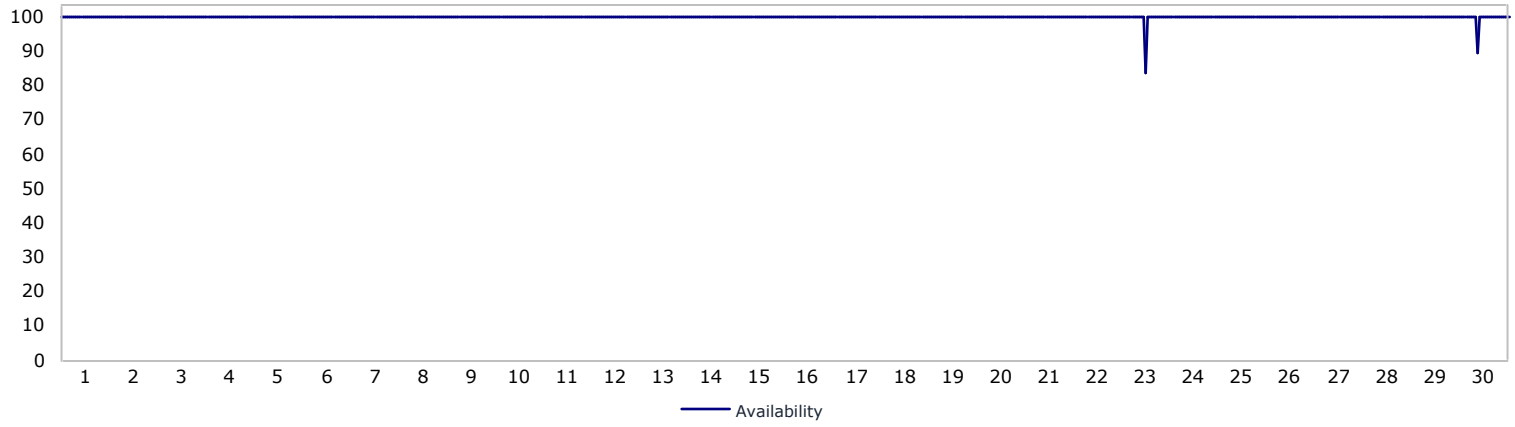
APPENDIX

KKR-CIDB Availability Graph for April 2018

1 CIDB Miri

Availability : 100.0%

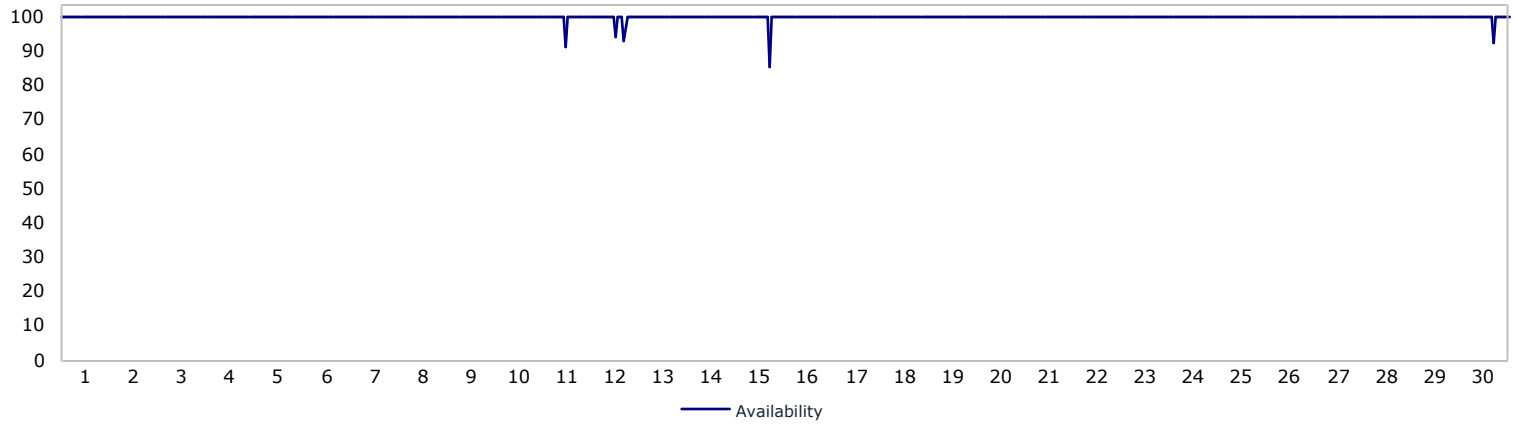
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



2 CIDB Negeri Kedah

Availability : 99.9%

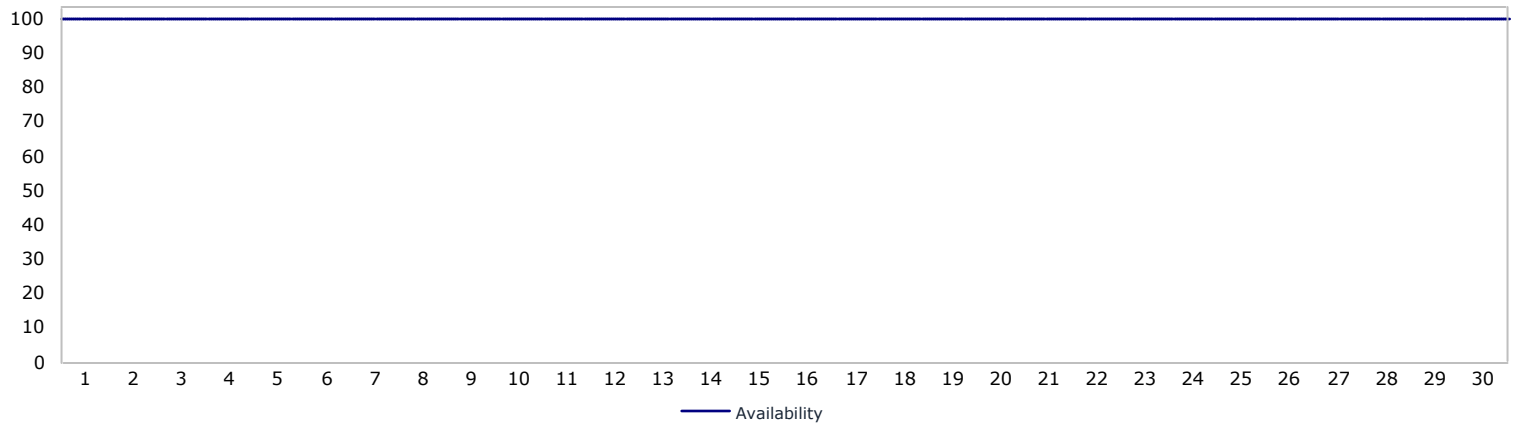
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



3 CIDB Negeri Kelantan

Availability : 100.0%

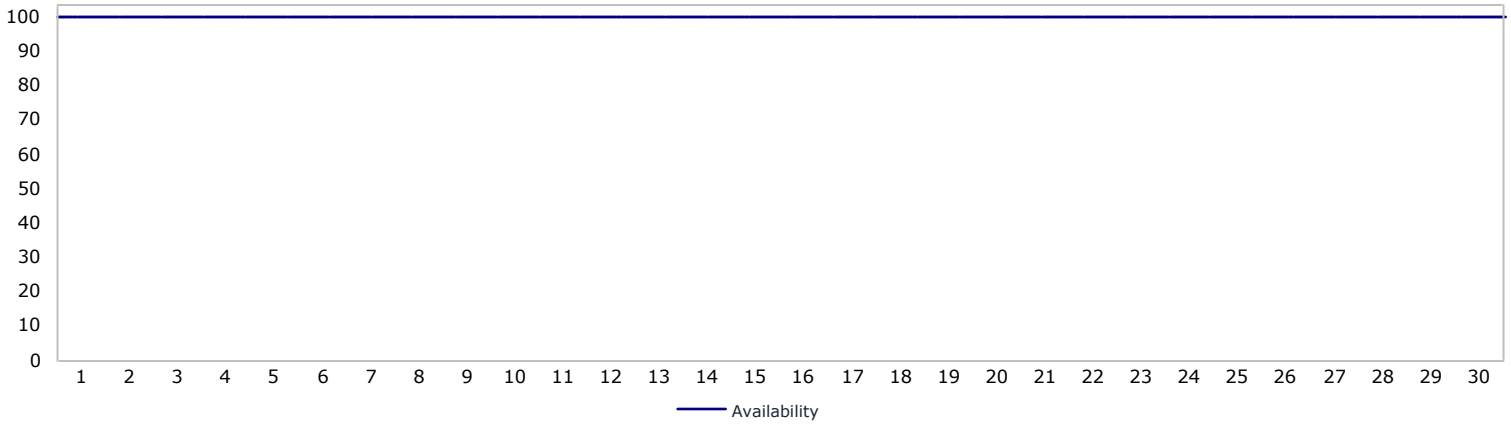
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



4 CIDB Negeri Melaka

Availability : 100.0%

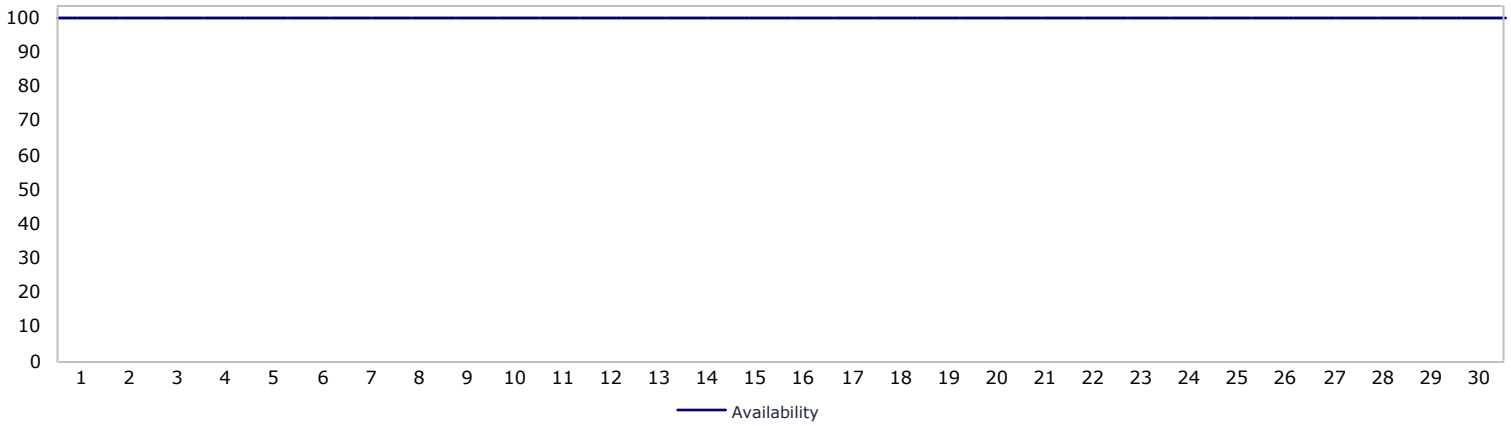
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



5 CIDB Negeri Pahang

Availability : 100.0%

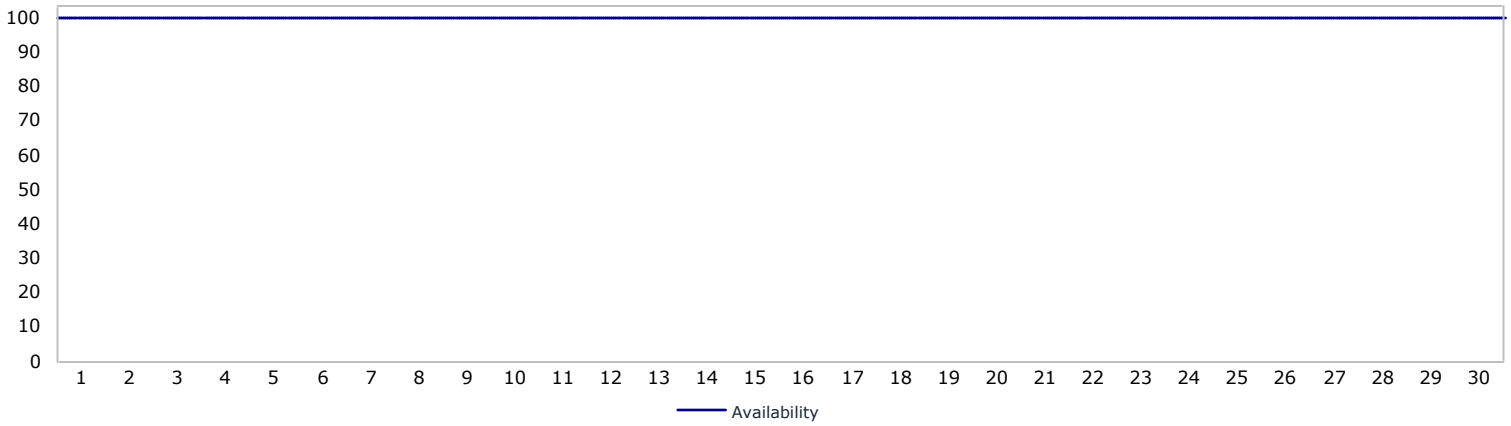
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



6 CIDB Negeri Perak

Availability : 100.0%

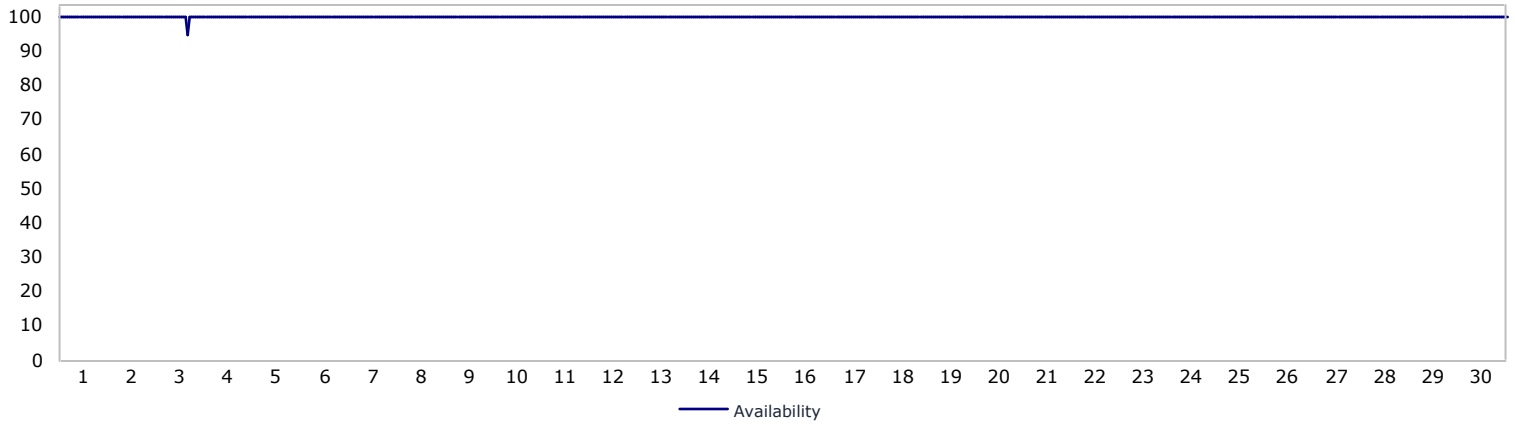
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



7 CIDB Negeri Pulau Pinang

Availability : 100.0%

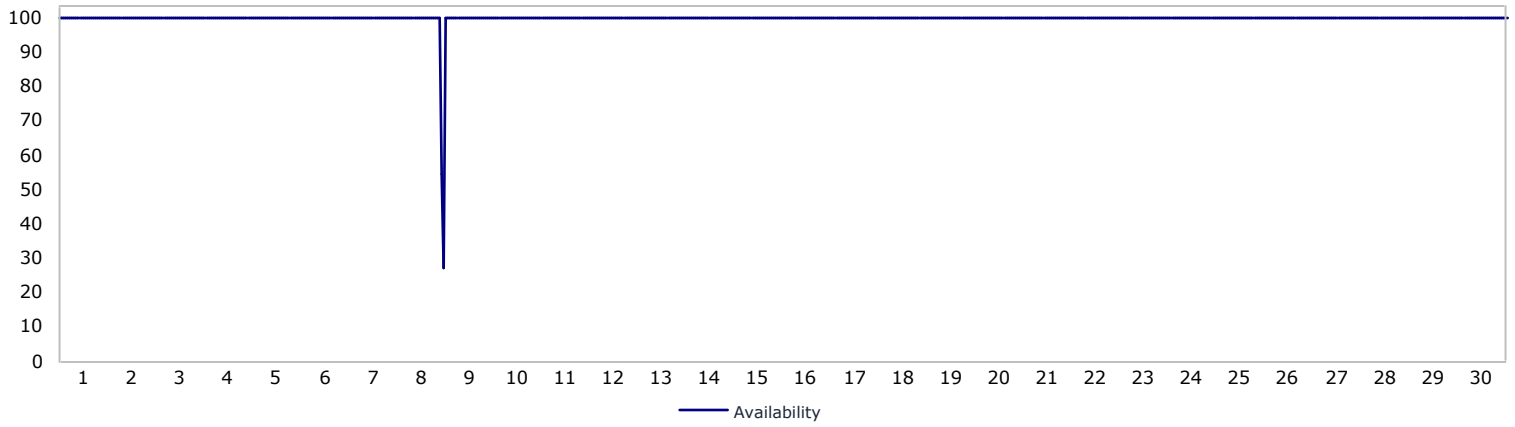
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



8 CIDB Negeri Sabah

Availability : 99.8%

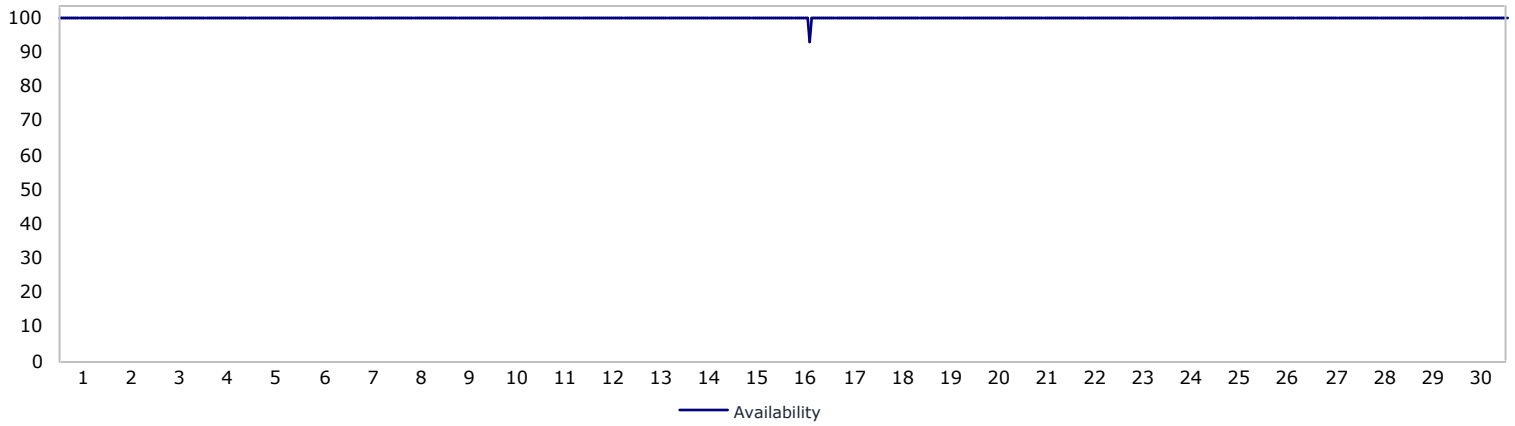
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



9 CIDB Negeri Terengganu

Availability : 100.0%

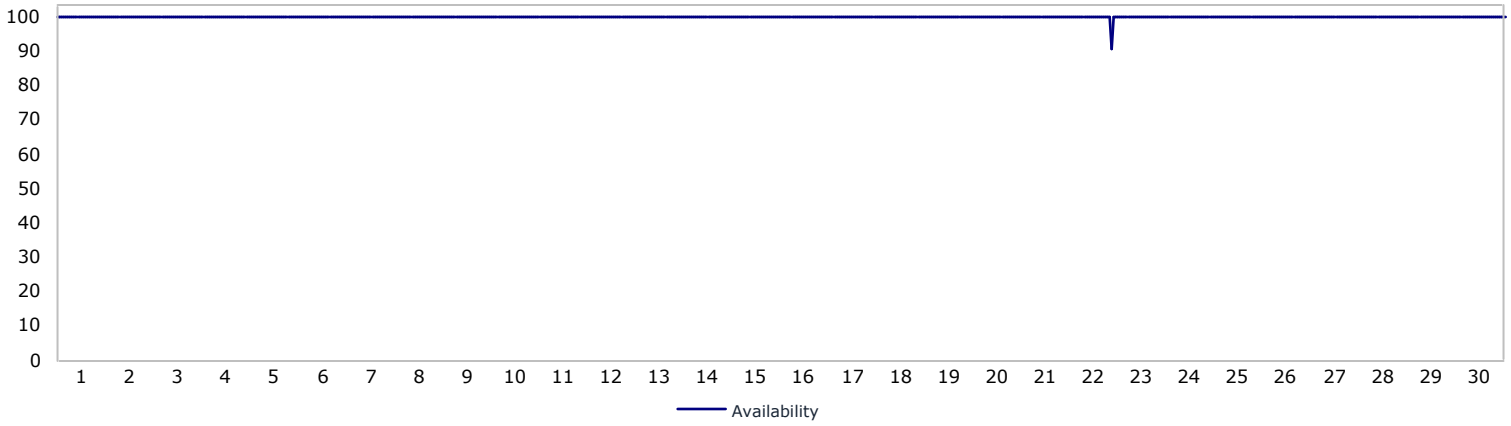
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



10 CIDB Tawau

Availability : 100.0%

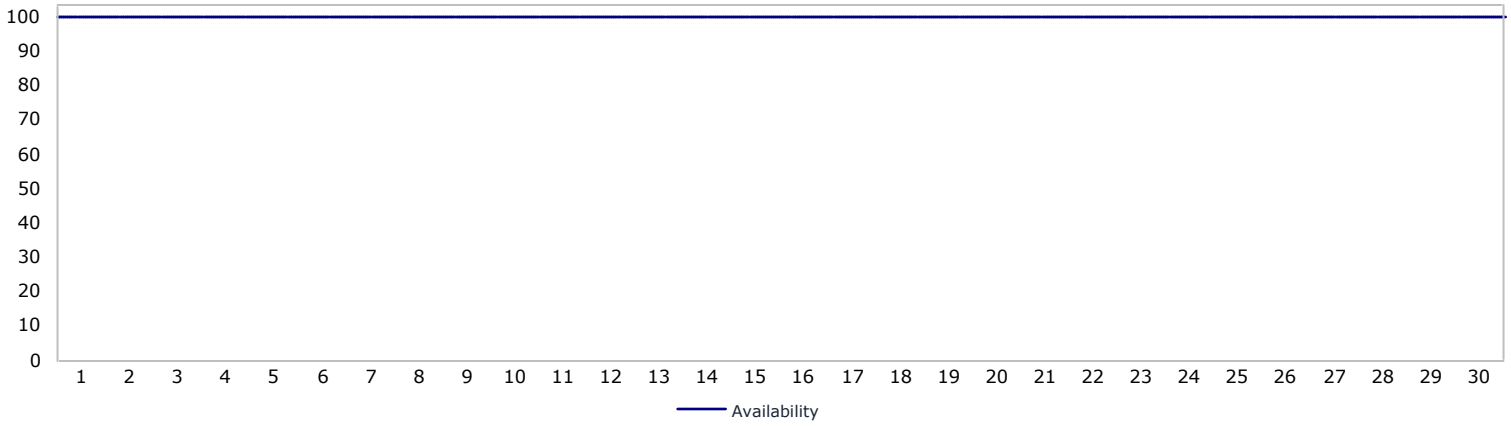
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



11 Ibu Pejabat CIDB

Availability : 100.0%

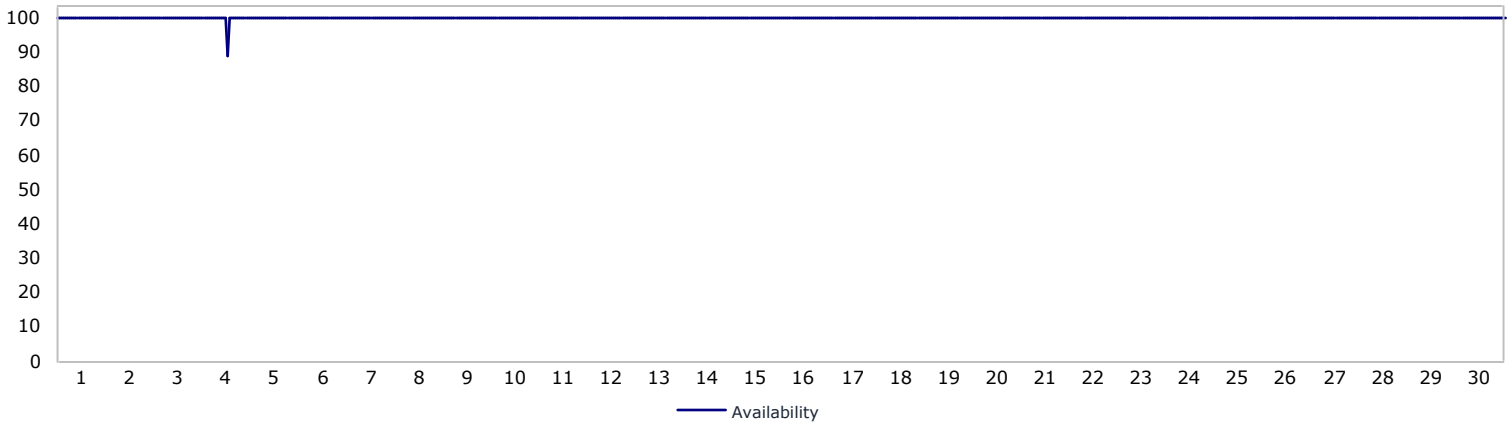
Technology : IPME , Speed : 20,000 Kbps , SLG : 99.9%



12 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu

Availability : 100.0%

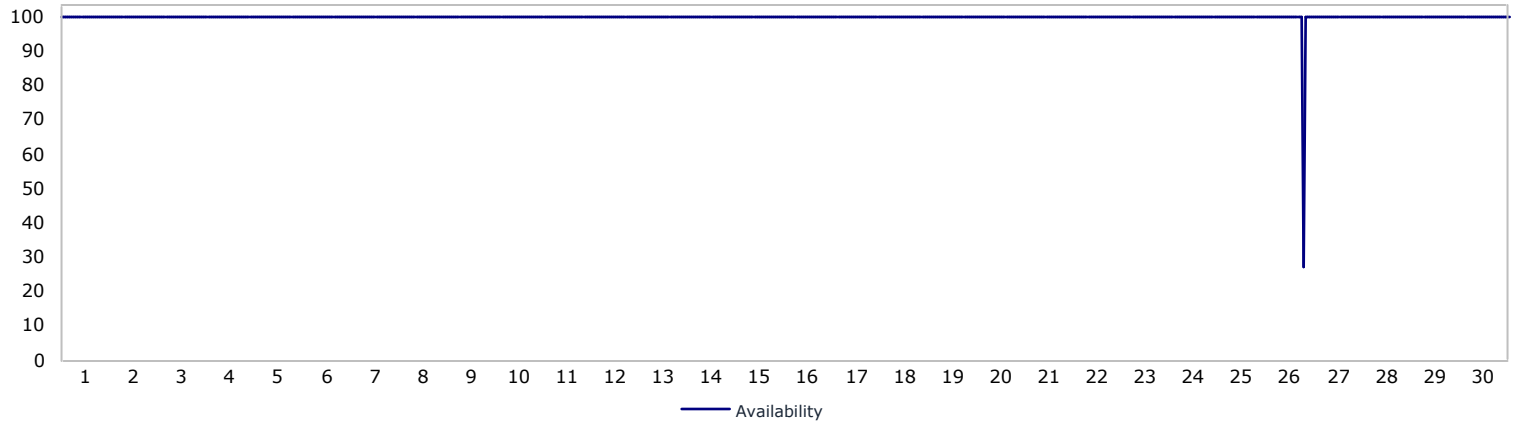
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan

Availability : 99.9%

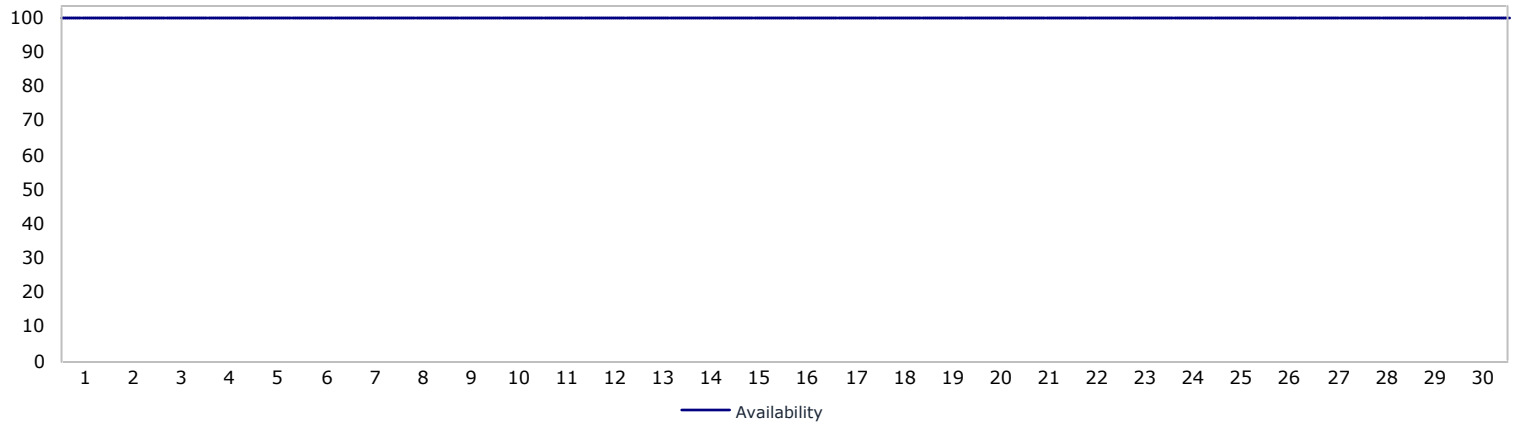
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



14 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur

Availability : 100.0%

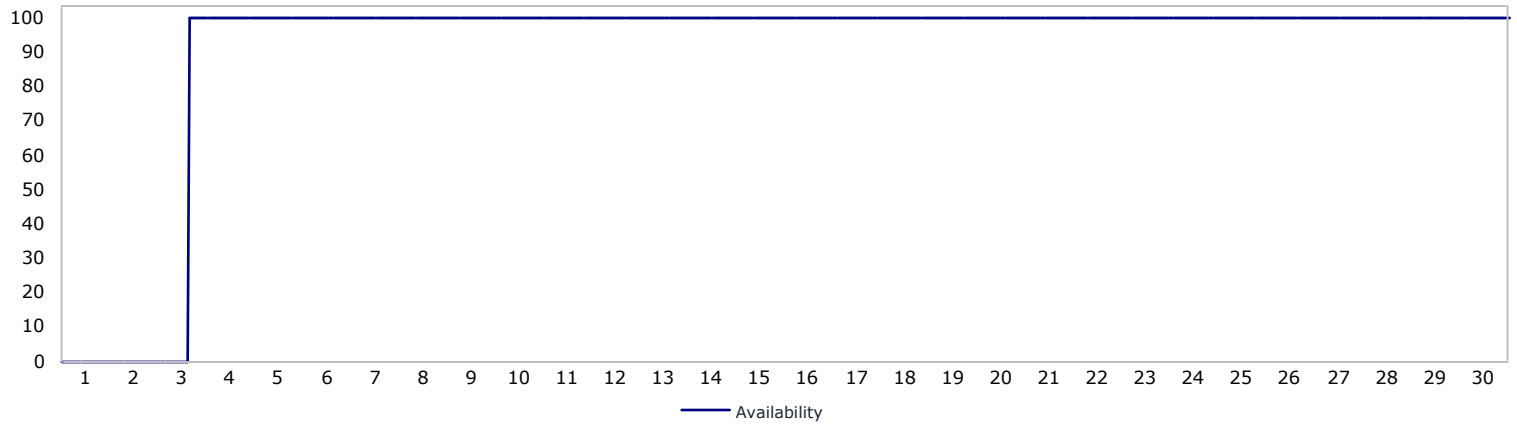
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



15 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor

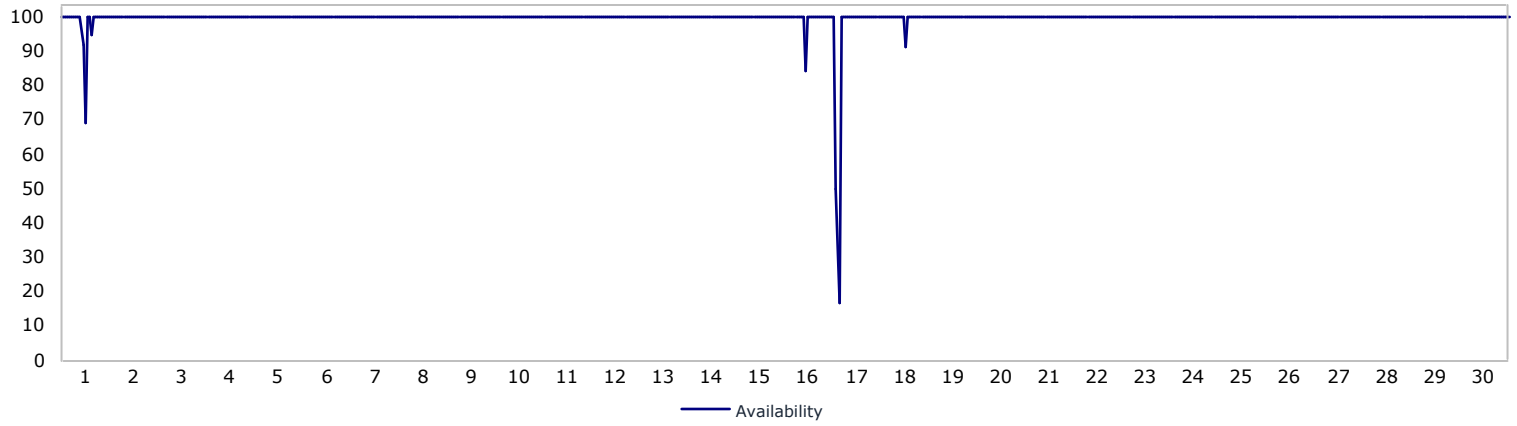
Availability : 100.0%

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



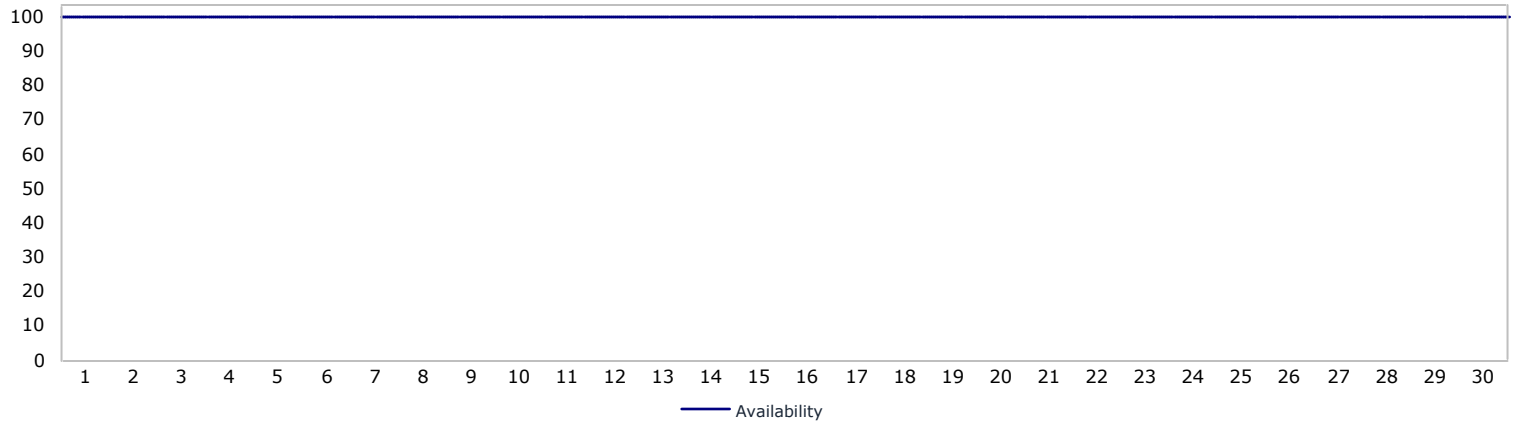
16 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis **Availability : 99.7%**

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



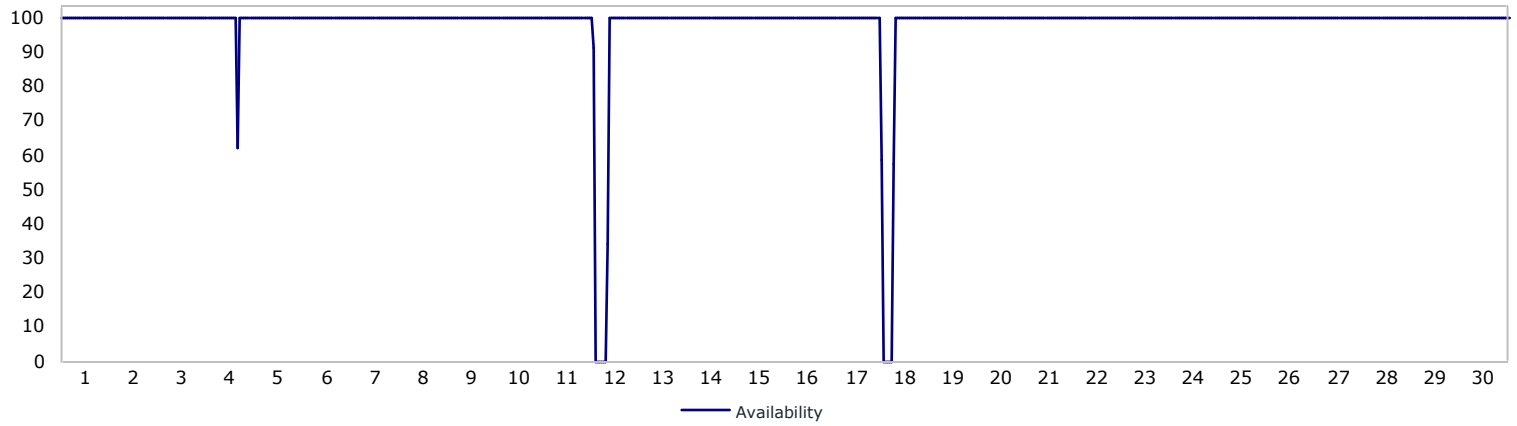
17 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak **Availability : 100.0%**

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



18 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor **Availability : 98.1%**

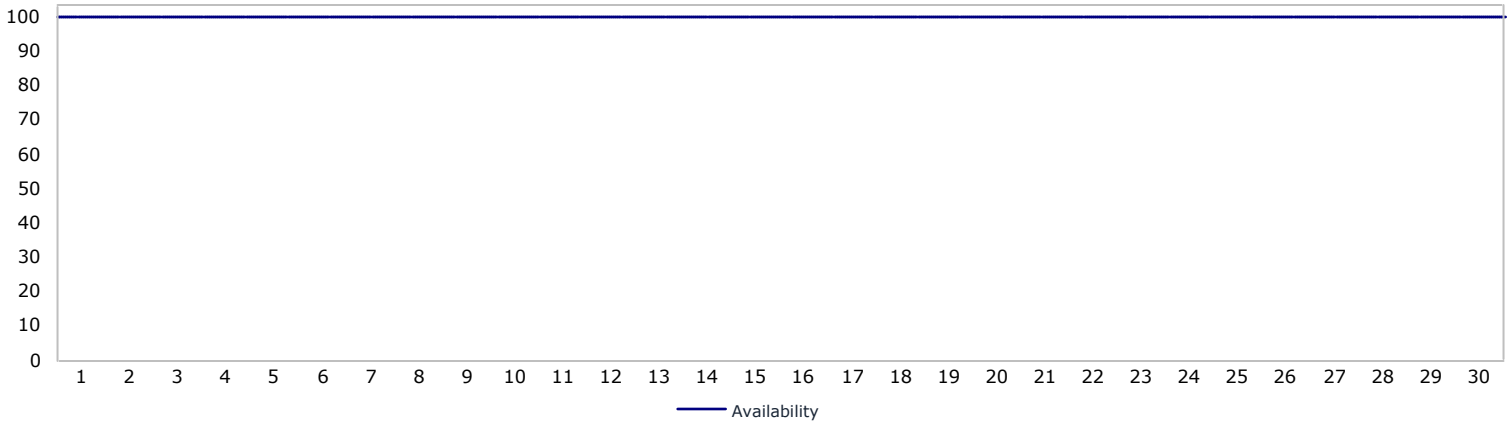
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



19 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan

Availability : 100.0%

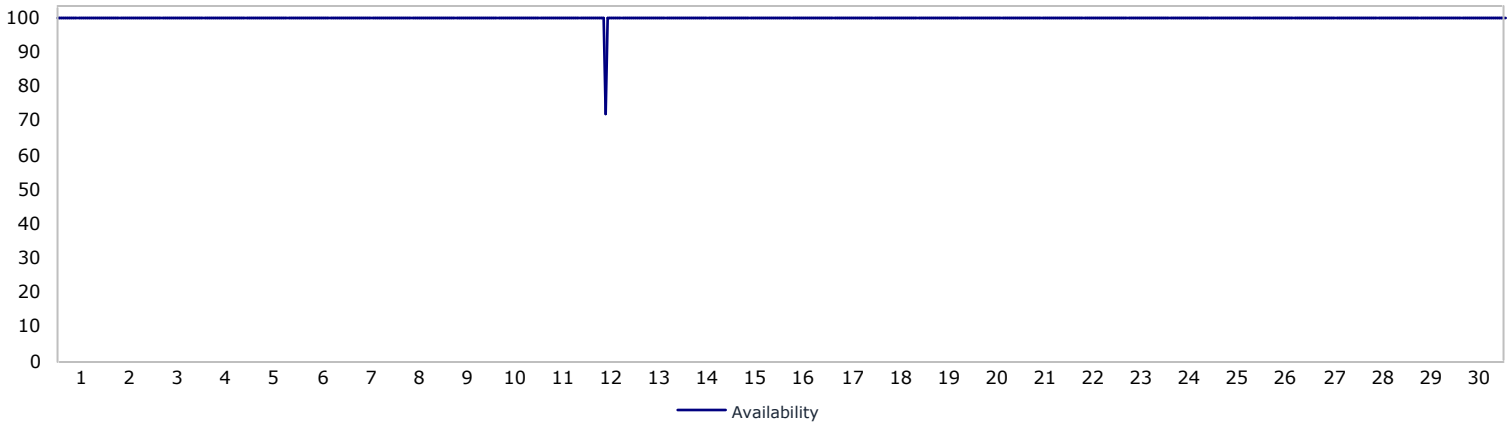
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



20 Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia

Availability : 100.0%

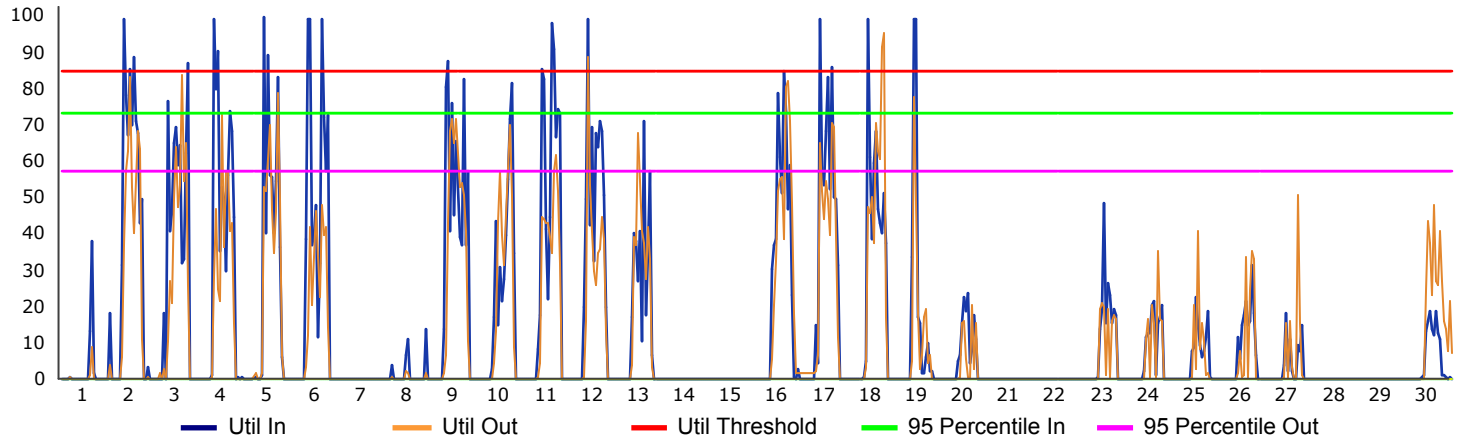
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



Utilization Graph for April 2018

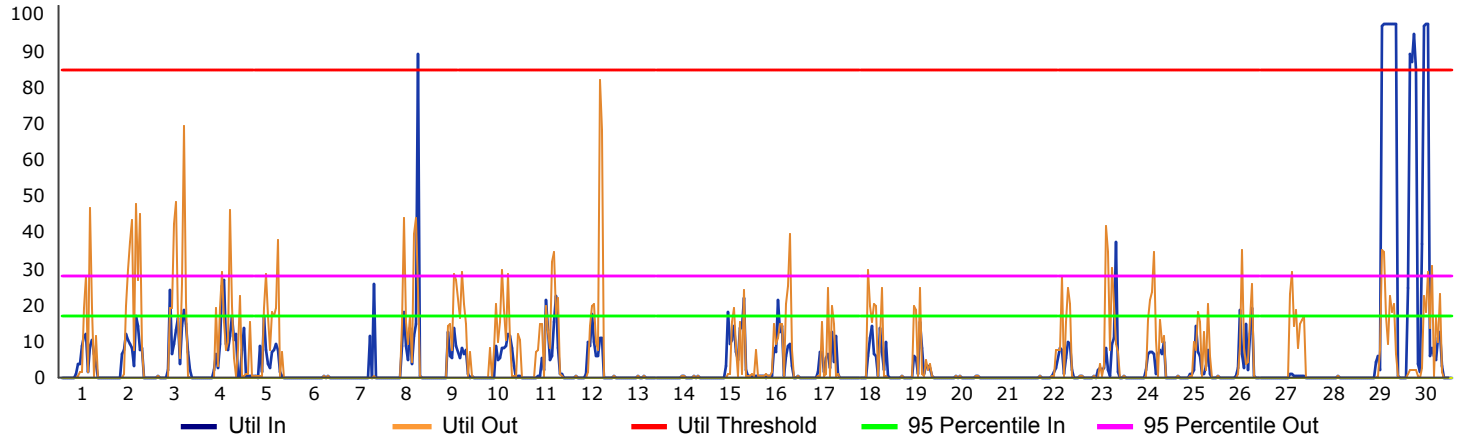
1 CIDB Miri

Max In : 99.50% | **95 Percentile In: 73.02%**
Max Out : 95.26% | **95 Percentile Out: 57.18%**
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



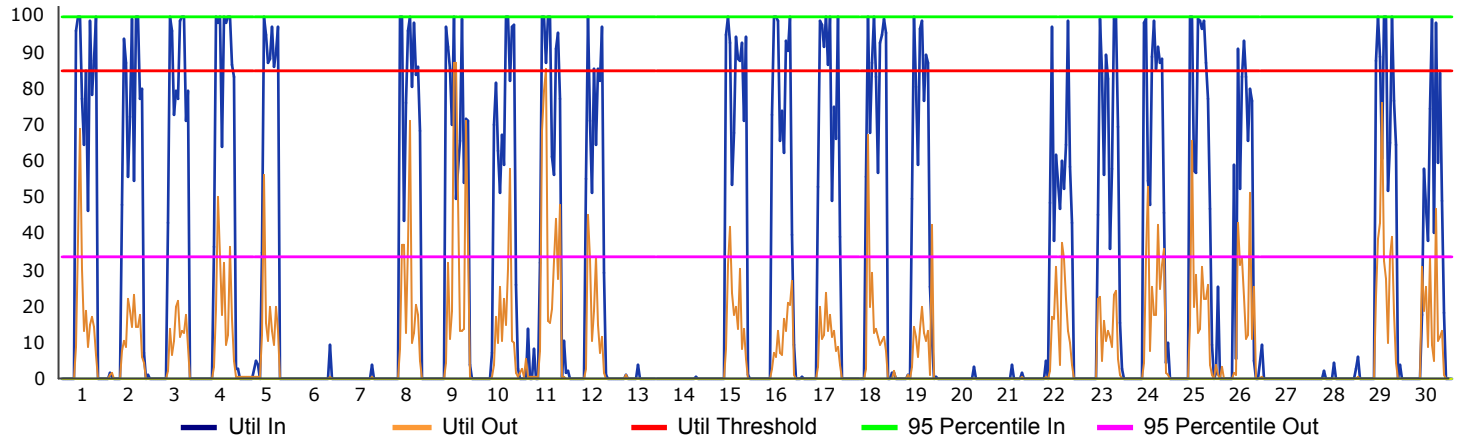
2 CIDB Negeri Kedah

Max In : 97.31% | **95 Percentile In: 16.91%**
Max Out : 82.27% | **95 Percentile Out: 28.43%**
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



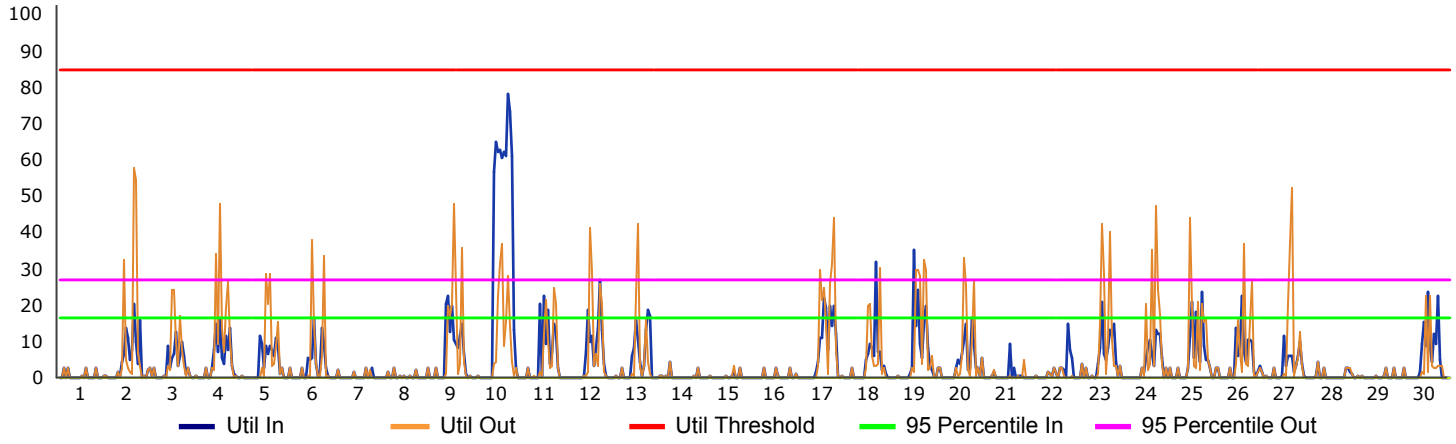
3 CIDB Negeri Kelantan

Max In : 99.59% | **95 Percentile In: 99.42%**
Max Out : 86.90% | **95 Percentile Out: 33.87%**
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



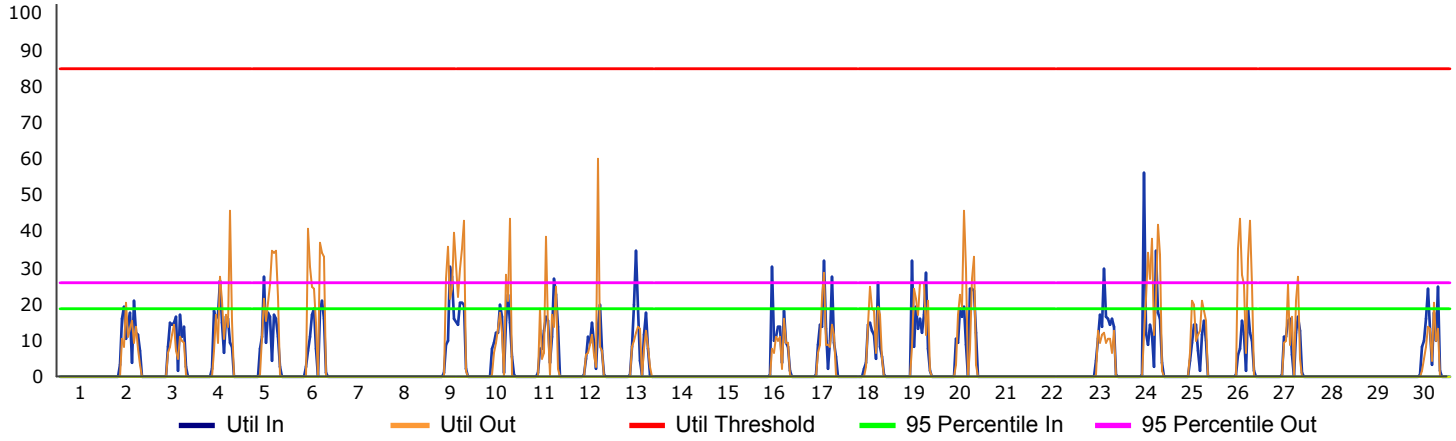
4 CIDB Negeri Melaka

Max In : 78.22% | **95 Percentile In: 16.64%**
Max Out : 57.67% | **95 Percentile Out: 27.10%**
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



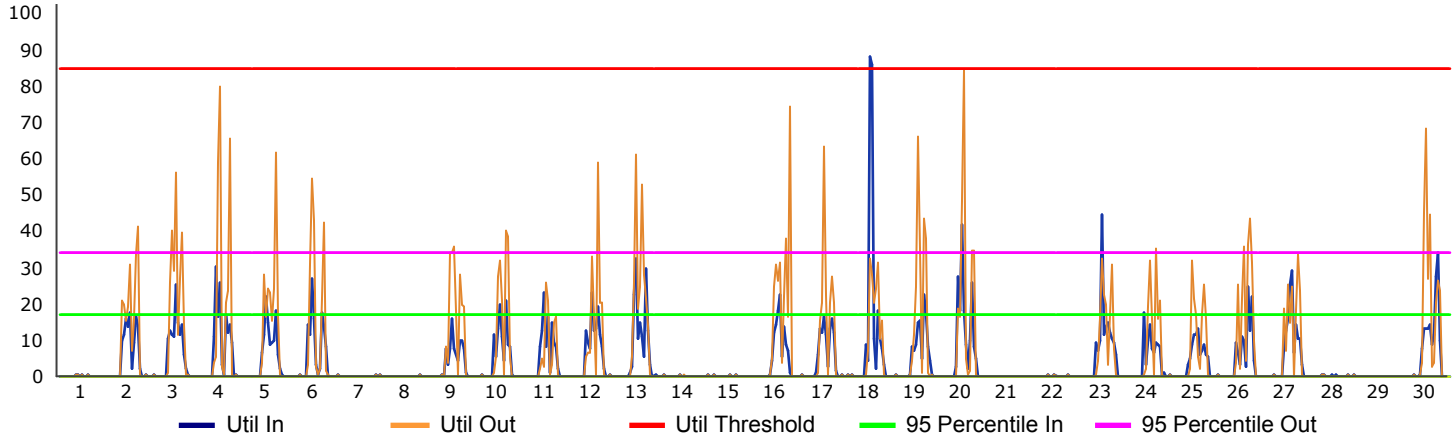
5 CIDB Negeri Pahang

Max In : 56.27% | **95 Percentile In: 18.70%**
Max Out : 60.08% | **95 Percentile Out: 26.22%**
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



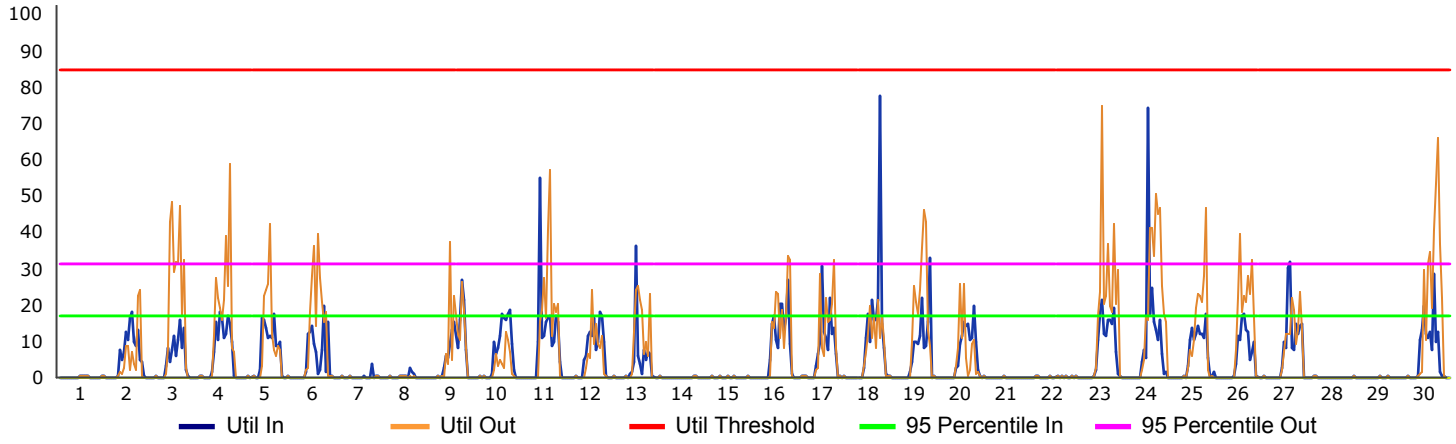
6 CIDB Negeri Perak

Max In : 88.15% | **95 Percentile In: 17.43%**
Max Out : 84.11% | **95 Percentile Out: 34.17%**
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



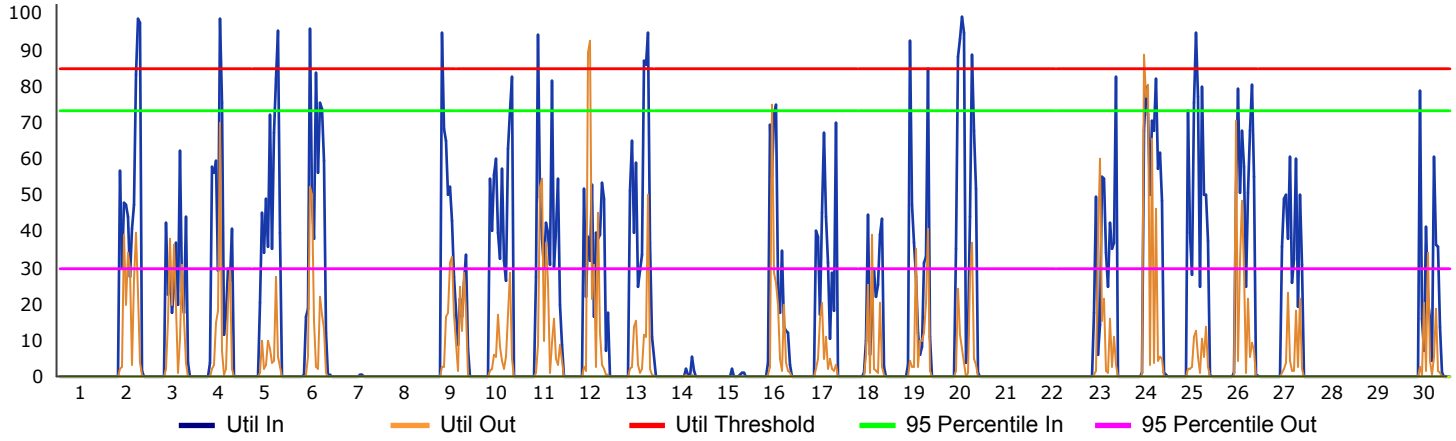
7 CIDB Negeri Pulau Pinang

Max In : 77.63% | **95 Percentile In: 17.33%**
Max Out : 74.75% | **95 Percentile Out: 31.51%**
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



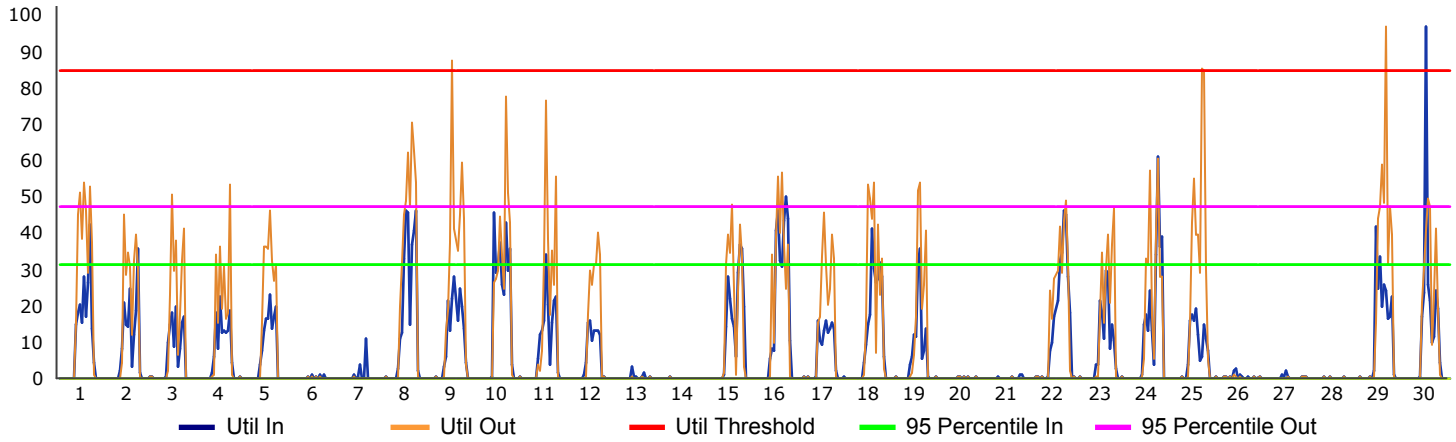
8 CIDB Negeri Sabah

Max In : 98.87% | **95 Percentile In: 73.33%**
Max Out : 92.54% | **95 Percentile Out: 29.79%**
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



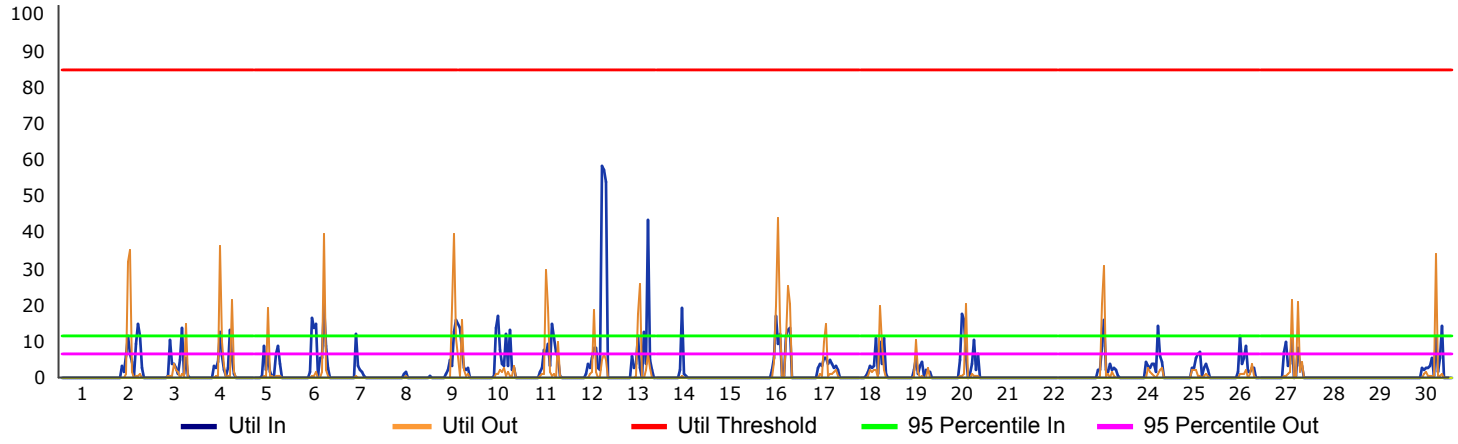
9 CIDB Negeri Terengganu

Max In : 96.86% | **95 Percentile In: 31.35%**
Max Out : 96.94% | **95 Percentile Out: 47.27%**
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



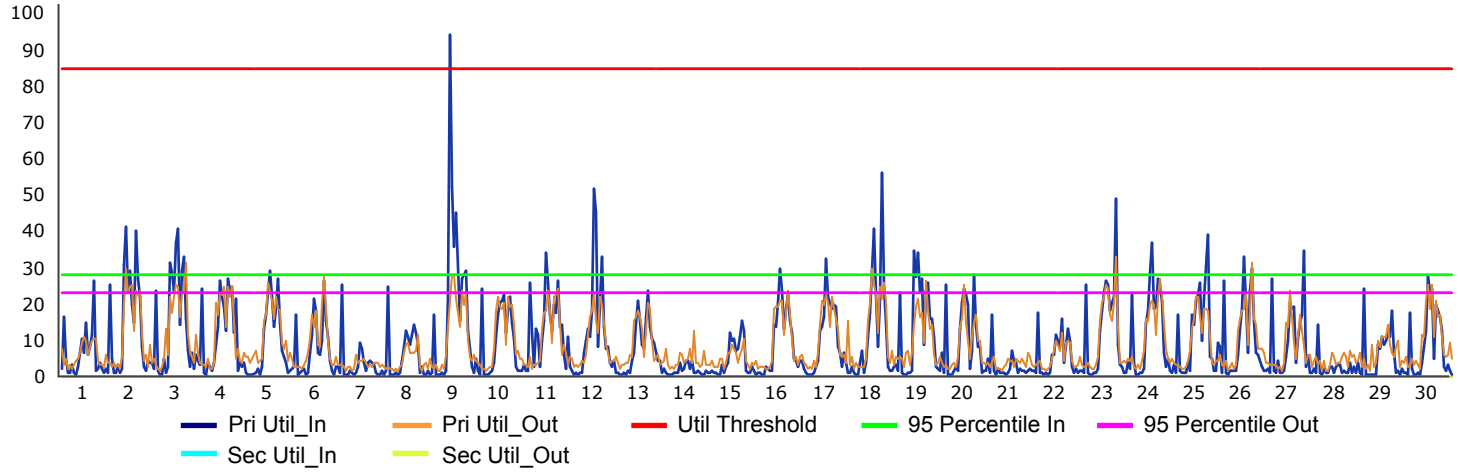
10 CIDB Tawau

Max In : 58.58% | 95 Percentile In: 11.43%
Max Out : 44.37% | 95 Percentile Out: 6.57%
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



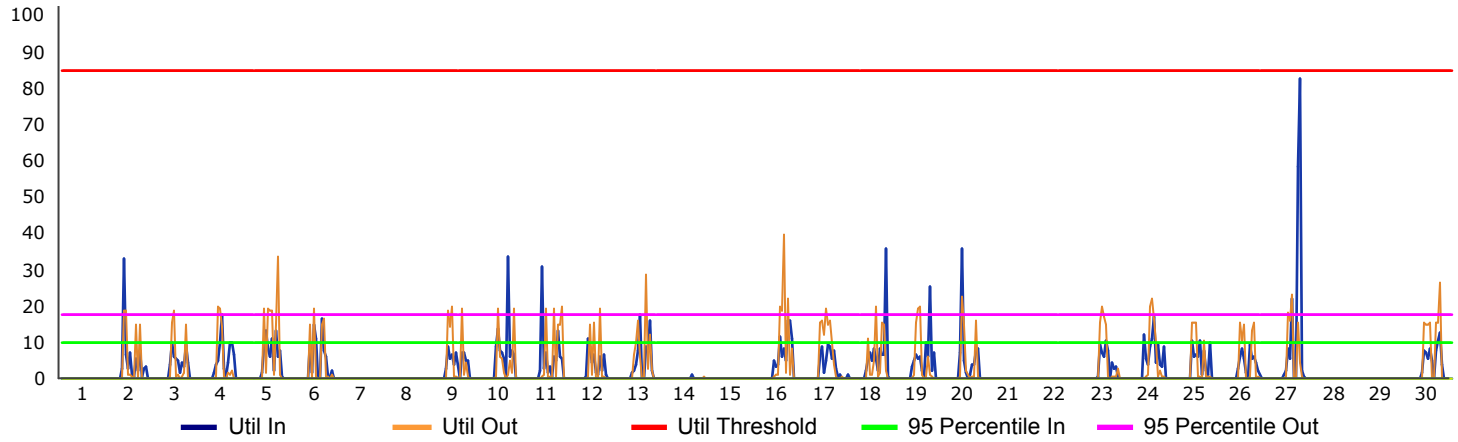
11 Ibu Pejabat CIDB

Max In : 94.37% | 95 Percentile In: 27.95%
Max Out : 33.09% | 95 Percentile Out: 23.21%
Technology : IPME , Speed : 20,000 Kbps , SLG : 99.9%



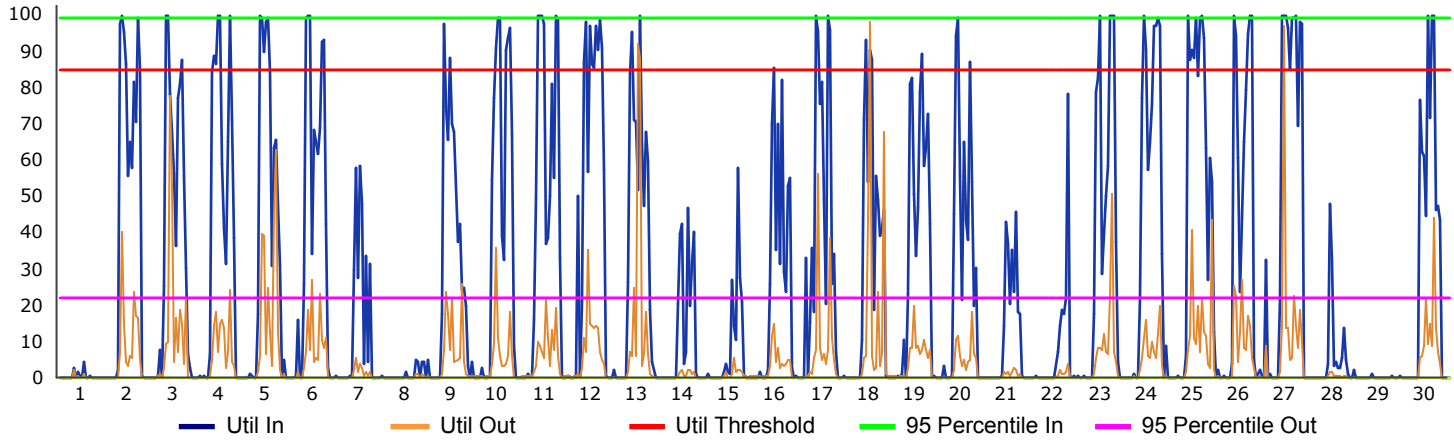
12 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu

Max In : 82.61% | 95 Percentile In: 10.05%
Max Out : 39.63% | 95 Percentile Out: 17.47%
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



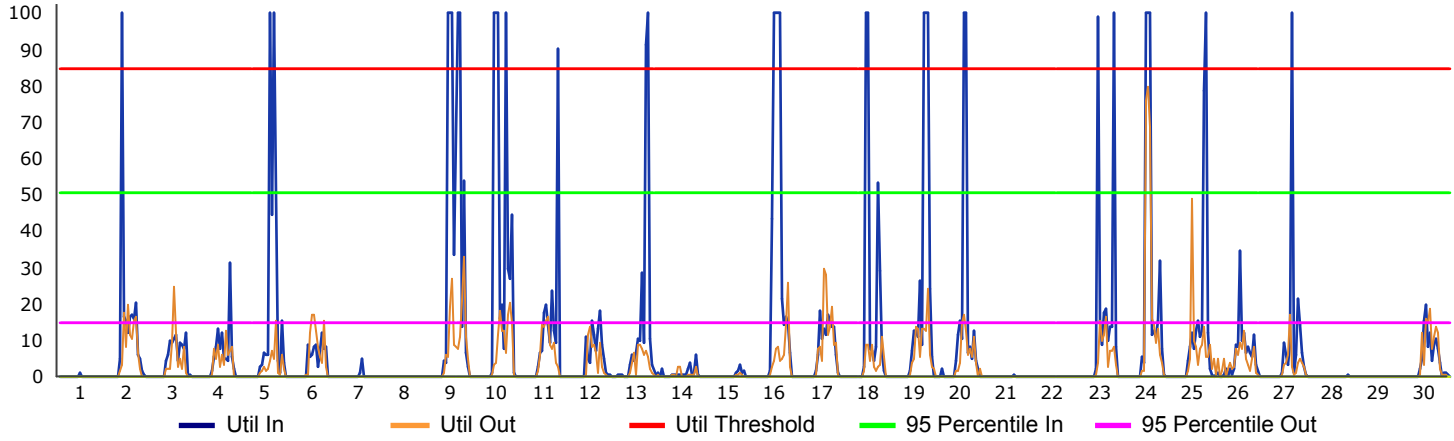
13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan

Max In : 99.74% | 95 Percentile In: 99.17%
Max Out : 98.22% | 95 Percentile Out: 22.34%
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



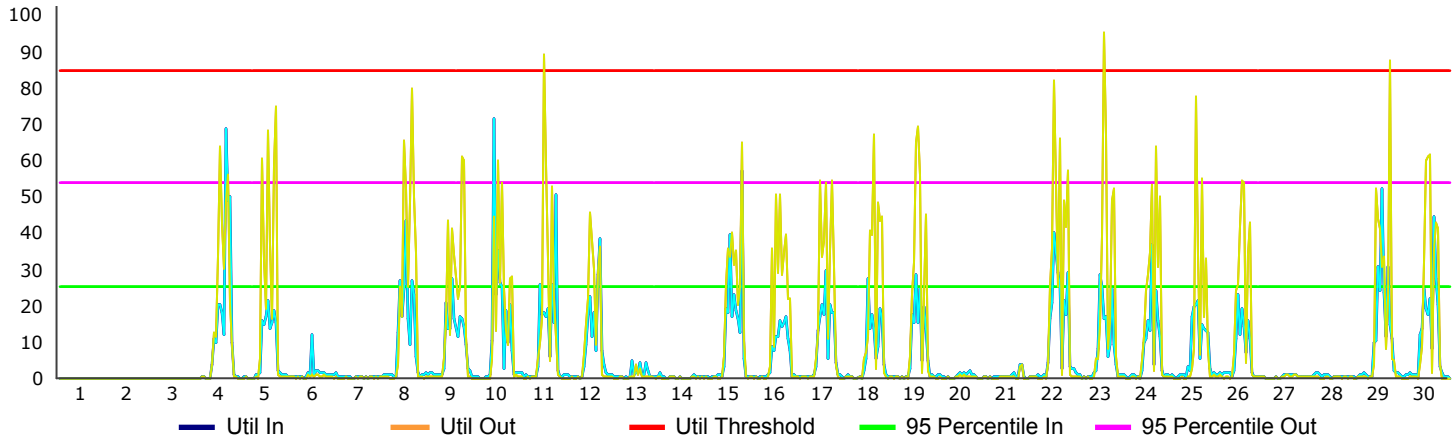
14 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur

Max In : 100.00% | 95 Percentile In: 50.72%
Max Out : 80.09% | 95 Percentile Out: 14.83%
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



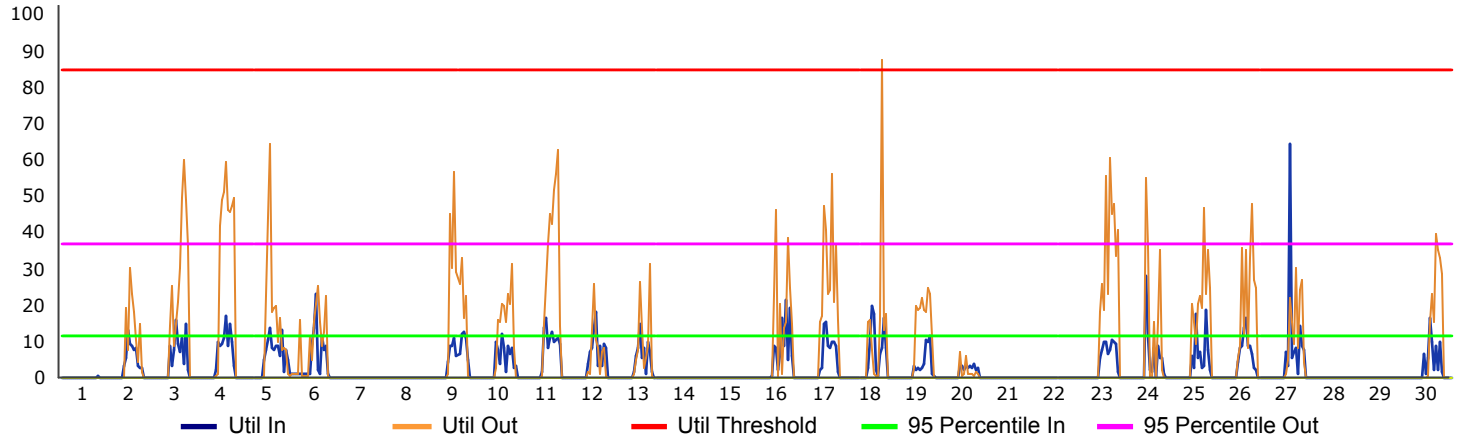
15 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor

Max In : 71.80% | 95 Percentile In: 25.17%
Max Out : 95.48% | 95 Percentile Out: 54.28%
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



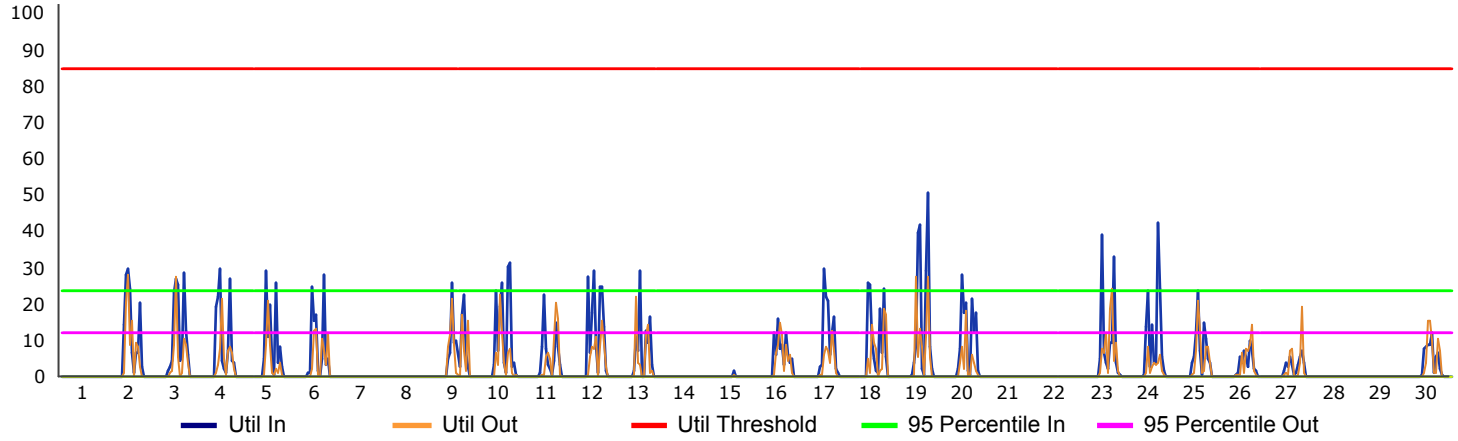
16 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis

Max In : 64.22% | **95 Percentile In: 11.47%**
Max Out : 87.61% | **95 Percentile Out: 36.97%**
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



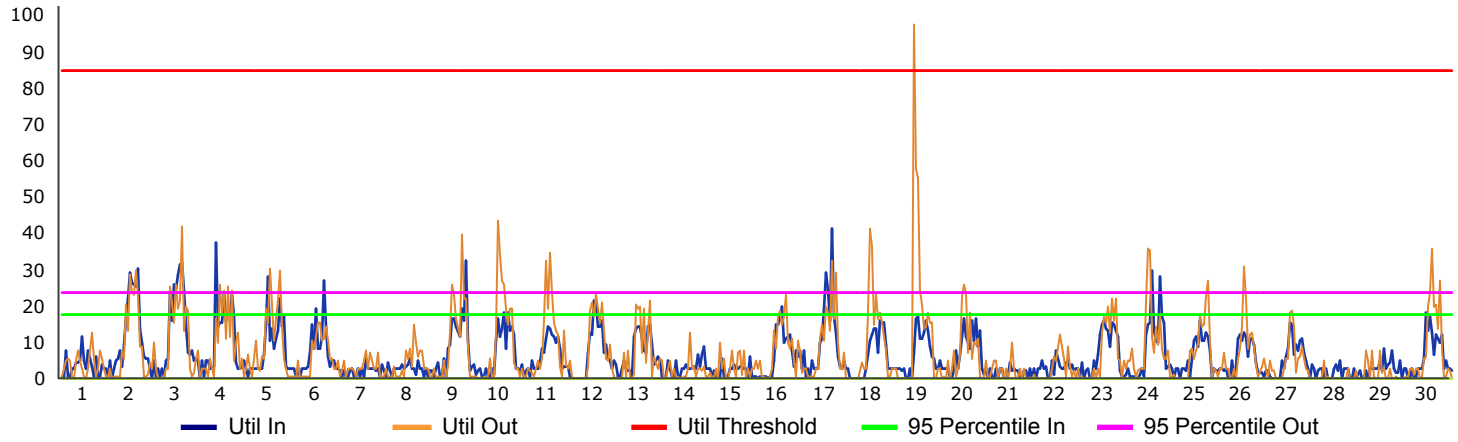
17 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak

Max In : 50.78% | **95 Percentile In: 23.83%**
Max Out : 28.23% | **95 Percentile Out: 12.16%**
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



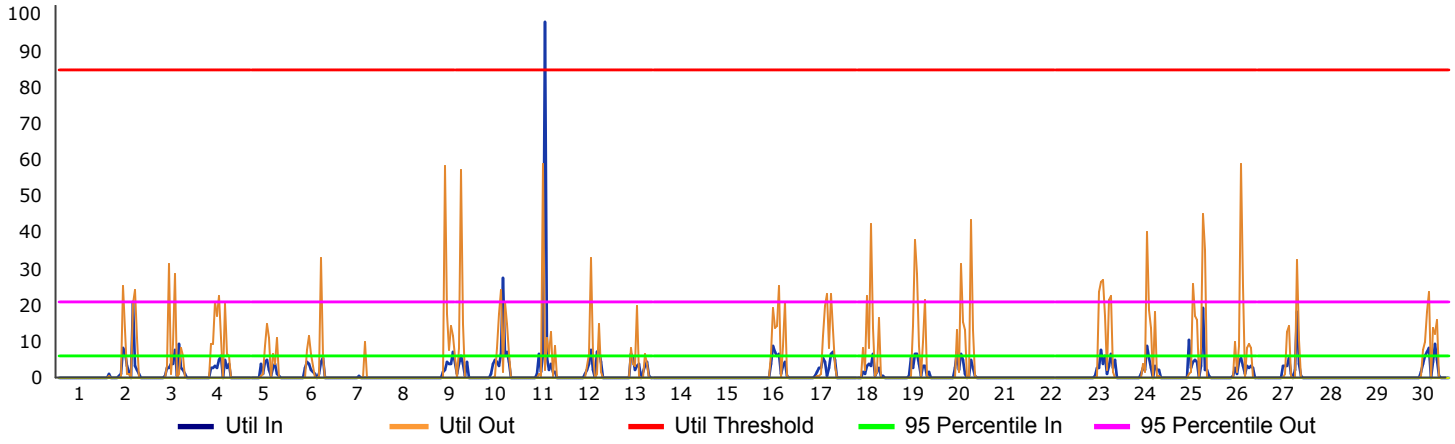
18 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor

Max In : 41.21% | **95 Percentile In: 17.54%**
Max Out : 97.19% | **95 Percentile Out: 23.76%**
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



19 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan

Max In : 98.23% | **95 Percentile In: 6.41%**
Max Out : 58.99% | **95 Percentile Out: 20.90%**
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



20 Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia

Max In : 20.57% | **95 Percentile In: 6.56%**
Max Out : 79.80% | **95 Percentile Out: 51.84%**
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%