



MyGov*Net KKR-CIDB MONTHLY SLG REPORT JANUARY 2019

MyGov*Net KKR-CIDB January 2019

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1. EXECUTIVE SUMMARY

1.1 KKR-CIDB Secured Wide Area Network consists of 20 sites with 20 number of circuits including 2 managed switch service for consolidation building. Details list of sites circuit as below:

Table 1: List of Circuit

Bandwidth (Kbps)	No of Circuit
2,000	12
6,000	6
7,000	1
20,000	1

1.2 The overall Service Availability for January 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	17	0	17
99.3	2	0	2

- 1.3 Based on SAMS network monitoring, there are 14 circuits achieved 100.0% Circuit Availability and 6 circuits not achieved 100.0% Circuit Availability.
- 1.4 There are 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 January 2019, 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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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 = $((T - D) \times 100)/T$ 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 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 = $((T - F) \times 100)/T$ Where:

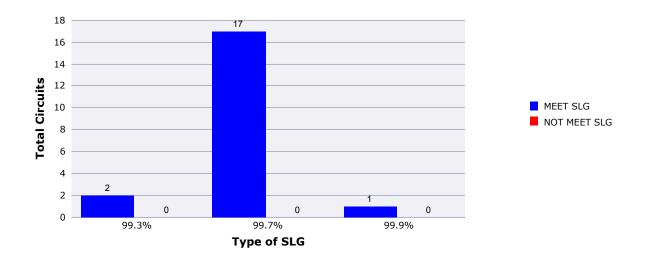
T is the total number of SNMP polling requests in the Month; and

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 Melaka	2,000	IPLL	99.7	100
4	CIDB Negeri Pahang	2,000	IPME	99.7	100
5	CIDB Negeri Pulau Pinang	2,000 IPLL		99.7	100
6	CIDB Negeri Sabah	2,000	IPME	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) 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 Johor	2,000	IPME	99.7	100
14	Lembaga Pembangunan Industri Pembinaan Malaysia (Cidb) Negeri Kelantan (PKINK KB) (Konso)	6,000	MSS 1-10 Ports	99.3	100
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)	7,000	MSS 1-10 Ports	99.3	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) Technolo	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 Negeri Kedah	2,000	IPLL	99.7	100.0
2	CIDB Negeri Melaka	2,000	IPLL	99.7	100.0
3	CIDB Negeri Pahang	2,000	IPME	99.7	100.0
4	CIDB Negeri Pulau Pinang	2,000	IPLL	99.7	100.0
5	CIDB Negeri Terengganu	2,000	IPLL	99.7	100.0
6	CIDB Tawau	2,000	IPLL	99.7	100.0
7	Ibu Pejabat CIDB	20,000	IPME	99.9	100.0
8	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	IPME	99.7	100.0
9	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	IPME	99.7	100.0
10	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	IPME	99.7	100.0
11	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)	7,000	MSS 1-10 Ports	99.3	100.0
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	IPME	99.7	100.0
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	IPME	99.7	100.0
14	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	IPME	99.7	100.0

2.6 There are 6 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 Miri	2,000	IPME	99.7	99.9	
2	CIDB Negeri Sabah	2,000	IPME	99.7	84.9	
3	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	IPME	99.7	89.3	
4	Lembaga Pembangunan Industri Pembinaan Malaysia (Cidb) Negeri Kelantan (PKINK KB) (Konso)	6,000	MSS 1-10 Ports	99.3	99.9	
5	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	IPME	99.7	99.8	
6	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	IPME	99.7	99.4	

2.7 KKR-CIDB did not subscribed Optional Services.

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 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 Negeri Kedah	2.000	92.59	1.852	90.44	1,809
2	CIDB Negeri Melaka	2,000	96.63	1,933	65.82	1,316
3	CIDB Negeri Terengganu	2,000	93.80	1,876	83.74	1,675
4	Ibu Pejabat CIDB	20,000	56.20	11,239	90.32	18,064
5	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	87.92	1,758	57.99	1,160
6	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	98.77	1,975	91.91	1,838
7	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6.000	85.83	5.150	82.24	4,934

No	Circuit Name	Speed (Kbps)	Util In (%)	Util In Kbps (Max)	Util Out (%)	Util Out Kbps (Max)
8	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	97.54	1,951	97.09	1,942
9	Lembaga Pembangunan Industri Pembinaan Malaysia (Cidb) Negeri Kelantan (PKINK KB) (Konso)	6,000	98.16	5,889	96.68	5,801
10	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)	7.000	98.09	6.866	100.00	7,000
11	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	98.26	1,965	98.02	1,960
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6.000	98.74	5.924	33.81	2,029
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	84.05	5,043	87.24	5,234

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	54.06	1,081	68.29	1,366	
2	CIDB Negeri Kedah	2,000	92.59	1,852	90.44	1,809	
3	CIDB Negeri Melaka	2,000	96.63	1,933	65.82	1,316	
4	CIDB Negeri Pahang	2,000	65.97	1,319	52.69	1,054	
5	CIDB Negeri Pulau Pinang	2,000	68.90	1,378	75.79	1,516	
6	CIDB Negeri Sabah	2,000	59.07	1,181	61.23	1,225	
7	CIDB Negeri Terengganu	2,000	93.80	1,876	83.74	1,675	
8	CIDB Tawau	2,000	46.63	933	78.05	1,561	
9	Ibu Pejabat CIDB	20,000	56.20	11,239	90.32	18,064	
10	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	87.92	1,758	57.99	1,160	
11	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	98.77	1,975	91.91	1,838	
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	85.83	5,150	82.24	4,934	

No	Circuit Name	Speed (Kbps)	Util In (%)	Util In Kbps (Max)	Util Out (%)	Util Out Kbps (Max)
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	97.54	1,951	97.09	1,942
14	Lembaga Pembangunan Industri Pembinaan Malaysia (Cidb) Negeri Kelantan (PKINK KB) (Konso)	6,000	98.16	5,889	96.68	5,801
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)	7,000	98.09	6,866	100.00	7,000
16	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	98.26	1,965	98.02	1,960
17	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	98.74	5,924	33.81	2,029
18	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	84.05	5,043	87.24	5,234
19	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	29.45	1,767	52.16	3,130
20	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	46.97	2,818	83.46	5,007

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

No	Circuit Name	Speed (Kbps)	November %	December %	January %
1	Lembaga Pembangunan Industri Pembinaan Malaysia (Cidb) Negeri Kelantan (PKINK KB) (Konso)	6,000	94.58	97.09	94.77

4. HELPDESK SUMMARY

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

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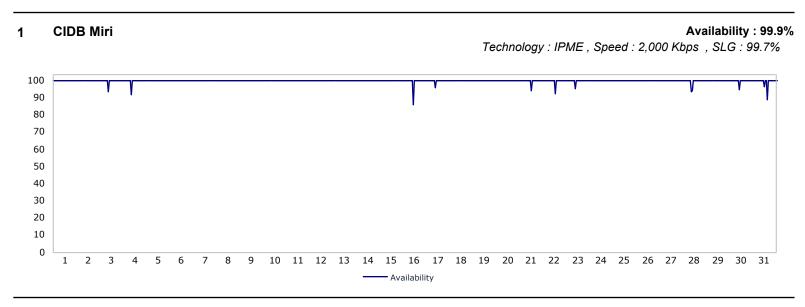
4.2 List of Tickets Report (TR) for January 2019

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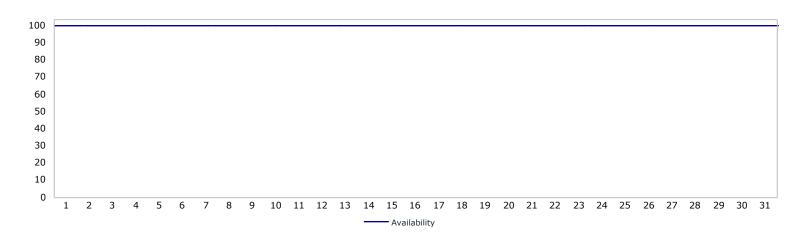
^{*} There is no data for Ticket Report (TR) for this month.

APPENDIX

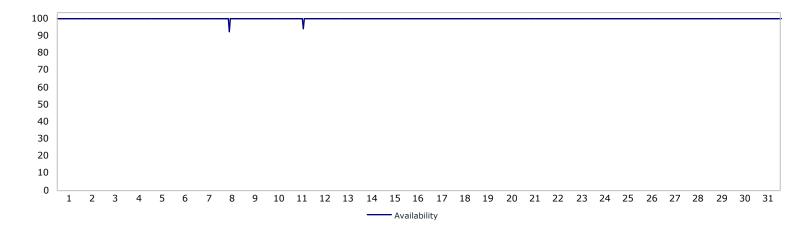
Availability Graph for January 2019



2 CIDB Negeri Kedah Availability: 100.0% Technology: IPLL, Speed: 2,000 Kbps, SLG: 99.7%



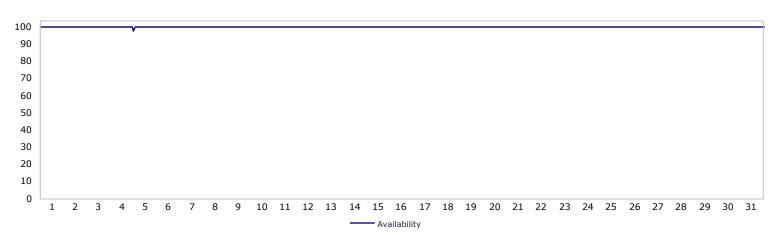
3 CIDB Negeri Melaka Availability: 100.0% Technology: IPLL, Speed: 2,000 Kbps, SLG: 99.7%



CIDB Negeri Pahang

Availability: 100.0%

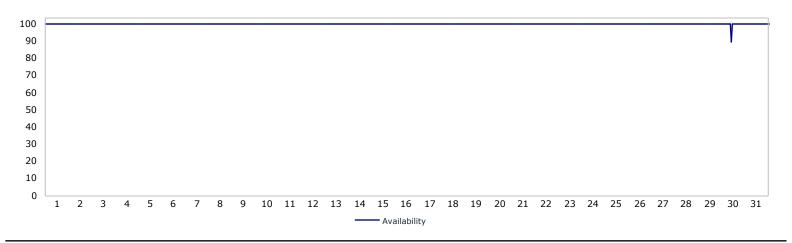
Technology: IPME, Speed: 2,000 Kbps, SLG: 99.7%



5 CIDB Negeri Pulau Pinang

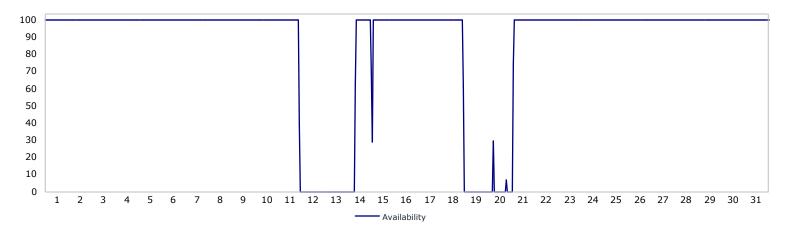
Availability: 100.0%

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



6 CIDB Negeri Sabah

Availability: 84.9%

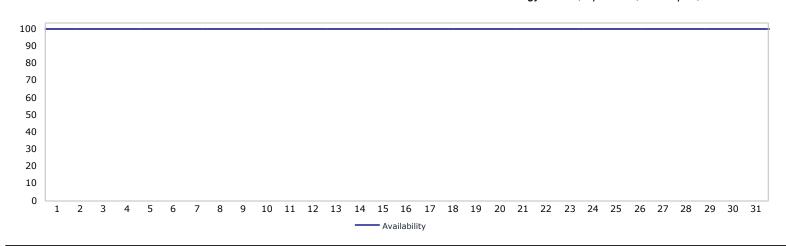


CIDB Negeri Terengganu

7

Availability: 100.0%

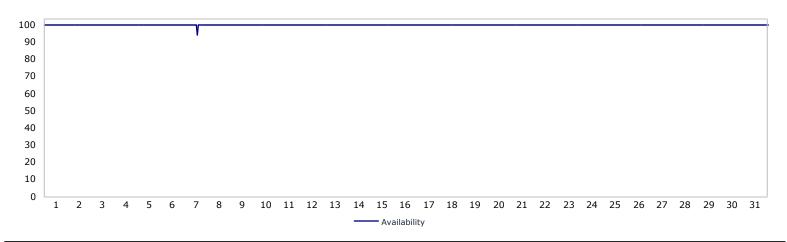
Technology: IPLL, Speed: 2,000 Kbps, SLG: 99.7%



8 CIDB Tawau

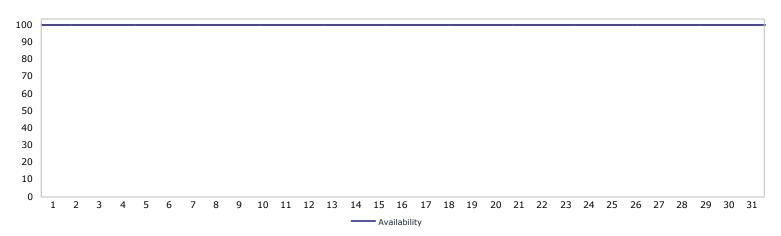
Availability: 100.0%

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

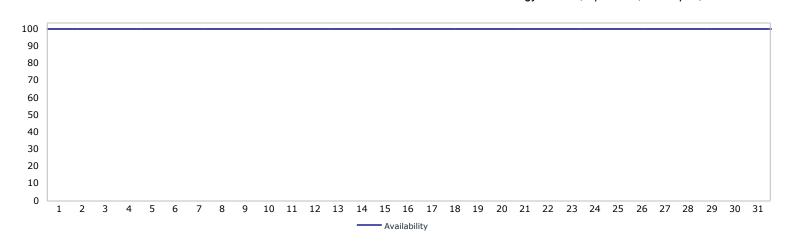


9 Ibu Pejabat CIDB

Availability: 100.0%



10 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu Availability : 100.0% Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



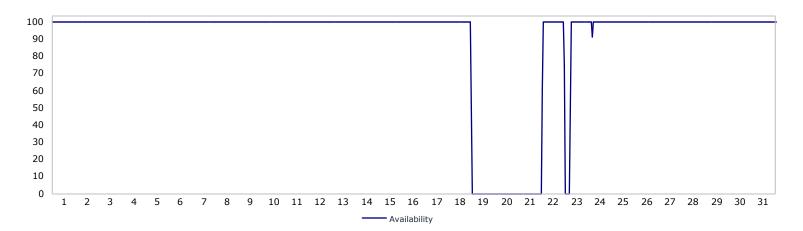
11 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan Availability : 100.0%

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



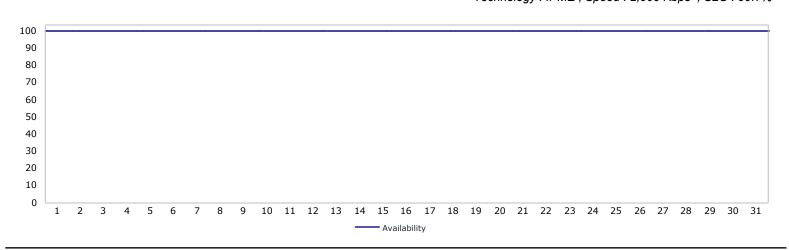
12 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur Availability : 89.3%

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



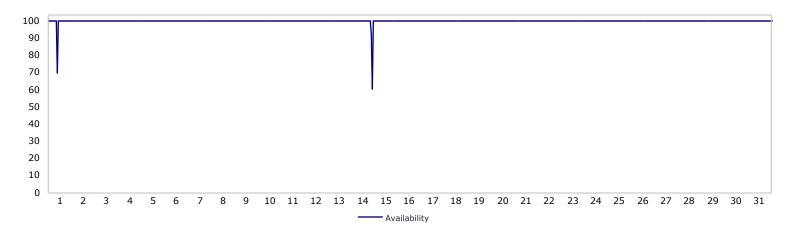
13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor Availability : 100.0%

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



14 Lembaga Pembangunan Industri Pembinaan Malaysia (Cidb) Negeri Kelantan (PKINK KB) Availability: 99.9% (Konso)

Technology: MSS 1-10 Ports, Speed: 6,000 Kbps, SLG: 99.3%



Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh)

(Konso)

Availability: 100.0%

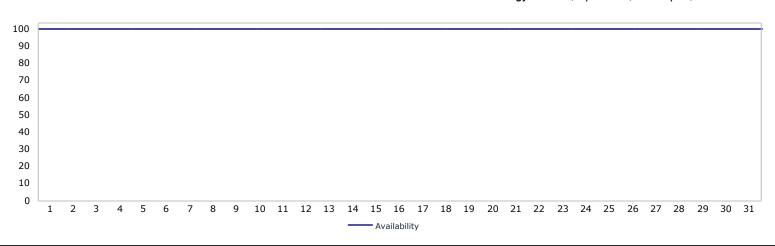
Technology: MSS 1-10 Ports, Speed: 7,000 Kbps, SLG: 99.3%



16 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis

Availability: 100.0%

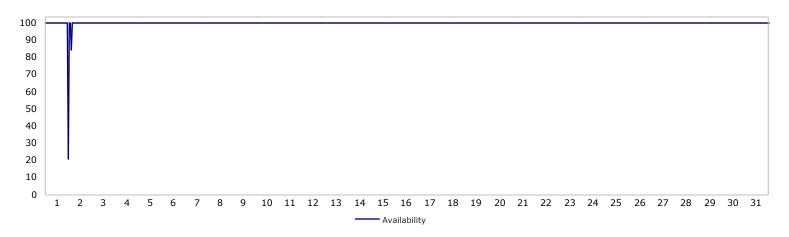
Technology: IPME, Speed: 2,000 Kbps, SLG: 99.7%



17 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak

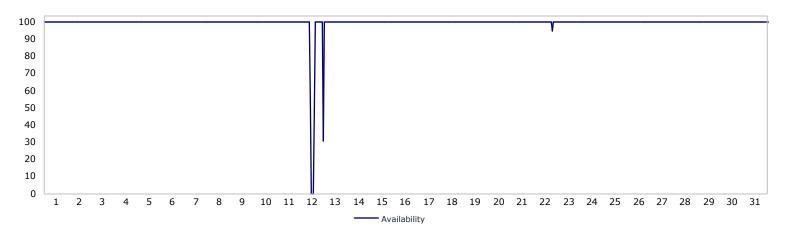
Availability: 99.8%

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



18 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor

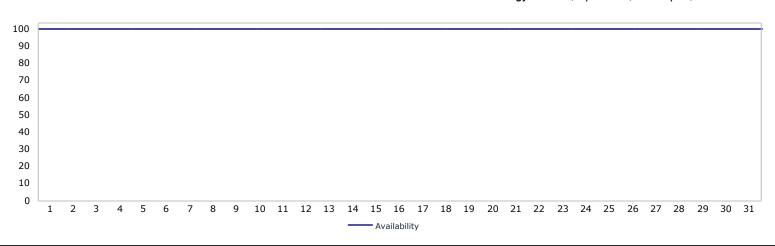
Availability: 99.4%



19 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan

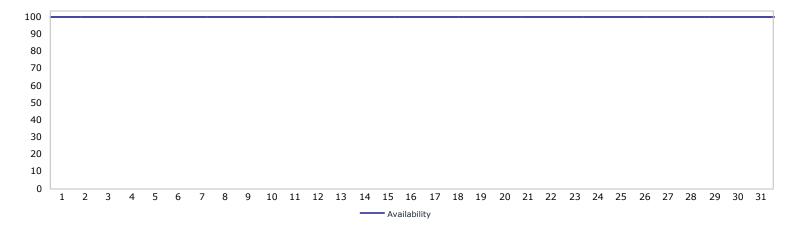
Availability: 100.0%

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



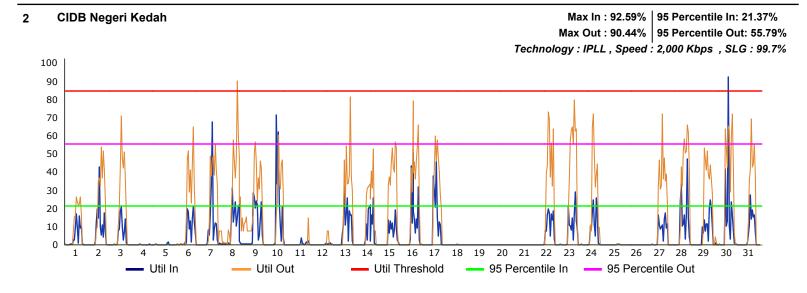
20 Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia

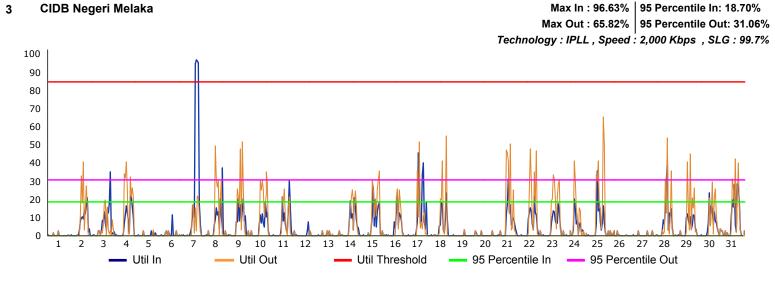
Availability: 100.0%



Utilization Graph for January 2019

CIDB Miri Max In: 54.06% | 95 Percentile In: 14.26% Max Out : 68.29% | 95 Percentile Out: 21.14% Technology: IPME, Speed: 2,000 Kbps, SLG: 99.7% Util In **Util Out Util Threshold** 95 Percentile In 95 Percentile Out



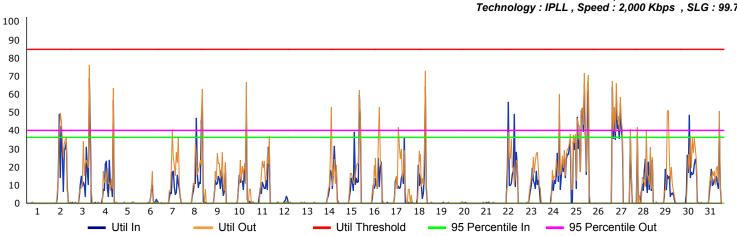


CIDB Negeri Pahang Max In: 65.97% 95 Percentile In: 20.33% Max Out : 52.69% | 95 Percentile Out: 21.12% Technology: IPME, Speed: 2,000 Kbps, SLG: 99.7% 100 90 80 70 60 50 40 30 20 10 10 11 12 13 15 16 17 18 19 20 21 22 23 25 28 29 95 Percentile In Util In Util Out Util Threshold 95 Percentile Out

5 **CIDB Negeri Pulau Pinang**

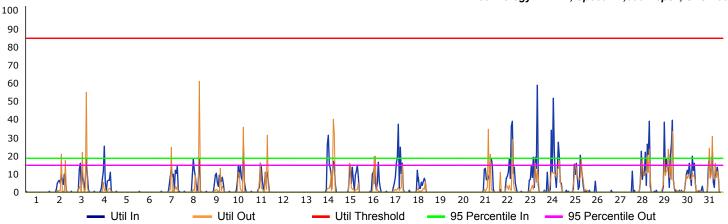
Max In: 68.90% 95 Percentile In: 36.54% Max Out: 75.79% | 95 Percentile Out: 40.32%

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



6 **CIDB Negeri Sabah**

Max In: 59.07% | 95 Percentile In: 18.68% Max Out : 61.23% | 95 Percentile Out: 14.99%



CIDB Negeri Terengganu Max In: 93.80% 95 Percentile In: 30.59% Max Out: 83.74% | 95 Percentile Out: 45.75% Technology: IPLL, Speed: 2,000 Kbps, SLG: 99.7% Util Out Util Threshold 95 Percentile In 95 Percentile Out Util In

CIDB Tawau Max In: 46.63% 95 Percentile In: 8.85% Max Out: 78.05% | 95 Percentile Out: 16.12% Technology: IPLL, Speed: 2,000 Kbps, SLG: 99.7%

Util Threshold

 95 Percentile In

 - 95 Percentile Out

Util Out

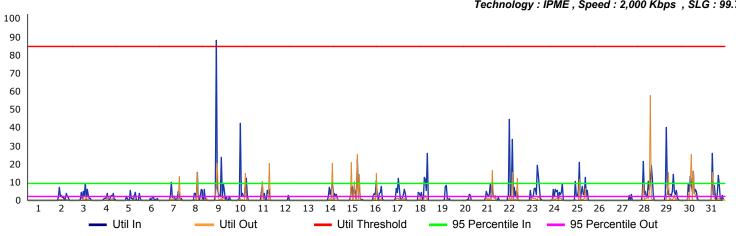
Util In

Max In: 56.20% 95 Percentile In: 32.50% Ibu Pejabat CIDB Max Out : 90.32% 95 Percentile Out: 32.08% Technology: IPME, Speed: 20,000 Kbps, SLG: 99.9% Pri Util_In Pri Util_Out Util Threshold 95 Percentile In 95 Percentile Out Sec Util_In Sec Util_Out

Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu 10

Max In: 87.92% 95 Percentile In: 9.24% Max Out : 57.99% 95 Percentile Out: 2.20%

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

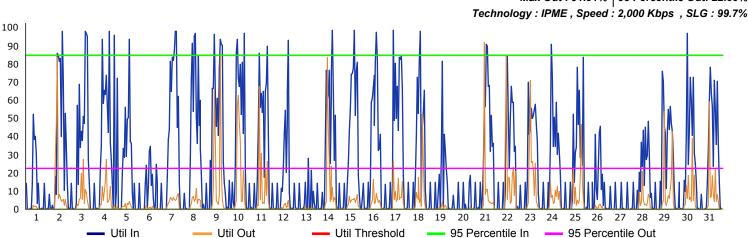


Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan 11

Max In: 98.77%

95 Percentile In: 84.62%

Max Out : 91.91% | 95 Percentile Out: 22.60%



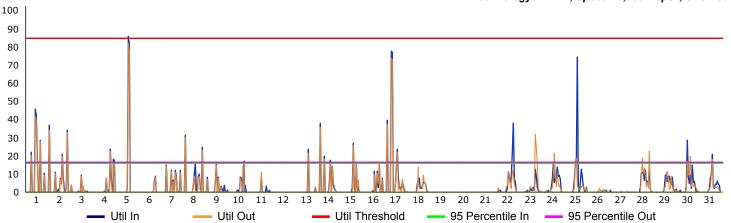
Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur 12

Max In: 85.83%

95 Percentile In: 15.85%

Max Out: 82.24%

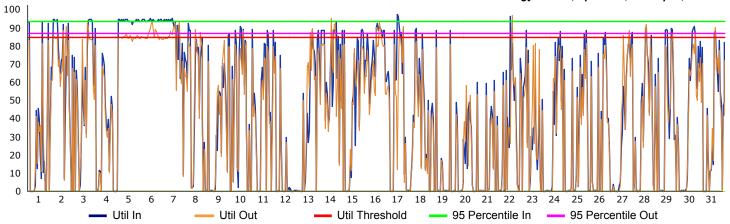
95 Percentile Out: 16.40%



13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor

Max In: 97.54% | 95 Percentile In: 93.85% Max Out: 97.09% | 95 Percentile Out: 86.72%

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

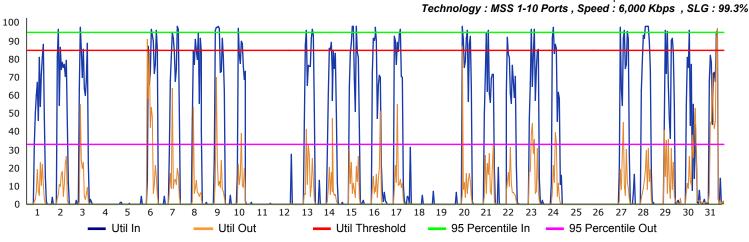




Max In: 98.16%

95 Percentile In: 94.77%

Max Out : 96.68% | 95 Percentile Out: 32.85%

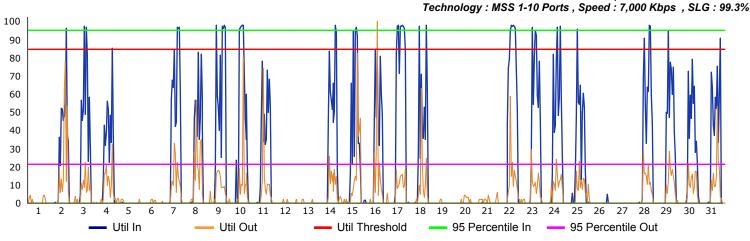


15 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)

Max In: 98.09%

95 Percentile In: 95.42%

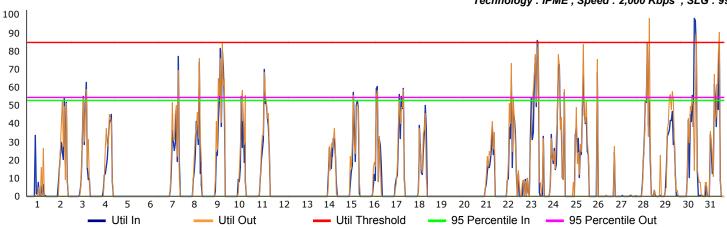
Max Out : 100.00% | 95 Percentile Out: 21.75%



Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis 16

Max In: 98.26% 95 Percentile In: 52.84% Max Out : 98.02% 95 Percentile Out: 54.67%

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

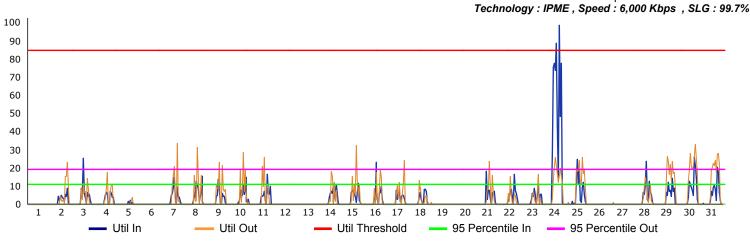


Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak 17

Max In: 98.74%

95 Percentile In: 11.09%

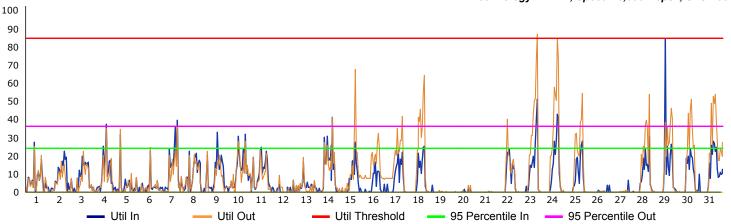
Max Out : 33.81% | 95 Percentile Out: 19.38%



18 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor

Max In: 84.05% 95 Percentile In: 24.27%

Max Out : 87.24% 95 Percentile Out: 36.56%

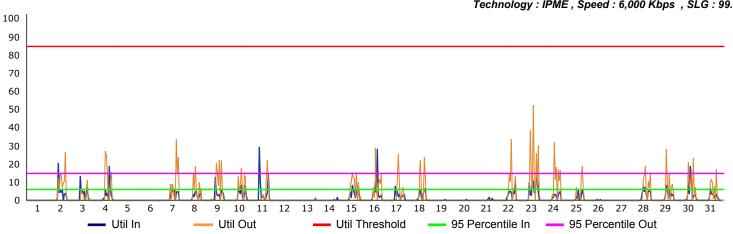


Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan

19

Max In: 29.45% 95 Percentile In: 6.22% Max Out : 52.16% | 95 Percentile Out: 15.15%

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



Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia 20

Max In: 46.97% 95 Percentile In: 10.63% Max Out: 83.46% | 95 Percentile Out: 63.02%

