



# MyGov\*Net KKR-CIDB MONTHLY SLG REPORT SEPTEMBER 2018

# MyGov\*Net KKR-CIDB September 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 September 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 is 1 circuits achieved 100.0% Circuit Availability and 19 circuits not achieved 100.0% Circuit Availability.
- 1.4 There are 10 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 September 2018, there are 2 Tickets Report (TR) with Closed Status. The list of summary Ticket Category as below:

**Table 3: List of Ticket Category** 

Category	No. of Tickets
CR	1
TTCR	1

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

Closure Code	No. of Tickets
TELCO (INFRA) CABLE_Cut	1
USER EQUIPMENT POWER OFF	1

1.6 On 7th September 2018 at 7:00pm until 9th September 2018 at 5:00pm schedule maintenance works are carried out on SAMS server. During this activity there will be no data for availability and utilization graph.

#### 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:

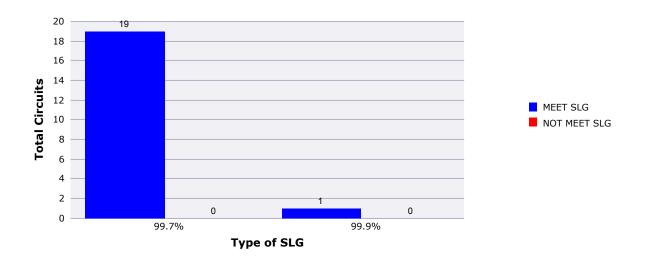
T is the total number of SNMP polling requests in the Month; and

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 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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<sup>\*</sup> 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 (%)
----	--------------	-----------------	------------	------------	----------------------

<sup>\*</sup> There is no data for circuits achieved Circuit Availability for this month.

# 2.6 There are 20 circuits not achieved 100% Circuit Availability based on SAMS Network Monitoring. Table 9: Circuits Not Achieved 100% Circuit Availability

No	Circuit Name	Speed	Technology	SLG	Circuit	Remarks
4	CIDB Miri	(Kbps)	IPME	(%)	Avail (%)	
1		2,000		99.7	91.1	
2	CIDB Negeri Kelantan	2,000	IPLL	99.7	91.1	
3	CIDB Negeri Kelantan	6,000	IPME	99.7	91.0	Counter-based
4	CIDB Negeri Melaka	2,000	IPLL	99.7	91.1	
5	CIDB Negeri Pahang	2,000	IPME	99.7	91.0	Counter-based
6	CIDB Negeri Perak	2,000	IPLL	99.7	91.0	
7	CIDB Negeri Pulau Pinang	2,000	IPLL	99.7	91.0	
8	CIDB Negeri Sabah	2,000	IPME	99.7	84.9	
9	CIDB Negeri Terengganu	2,000	IPLL	99.7	89.3	Counter-based
10	CIDB Tawau	2,000	IPLL	99.7	90.7	100818- replace NID (11am)
11	Ibu Pejabat CIDB	20,000	IPME	99.9	91.0	
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	IPME	99.7	82.6	
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	IPME	99.7	91.0	
14	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	IPME	99.7	77.4	
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	IPME	99.7	87.9	
16	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	IPME	99.7	91.1	
17	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	IPME	99.7	91.0	
18	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	IPME	99.7	91.0	
19	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	IPME	99.7	91.0	
20	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	IPME	99.7	88.1	

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 10 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	76.59	1,532
2	CIDB Negeri Kelantan	6,000	99.57	5,974	89.29	5,357
3	CIDB Negeri Melaka	2,000	96.96	1,939	61.10	1,222
4	CIDB Negeri Sabah	2.000	98.29	1.966	48.86	977
5	CIDB Negeri Terengganu	2,000	91.67	1,833	74.64	1,493
6	Ibu Pejabat CIDB	20,000	44.30	8,860	94.78	18,956
7	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	98.75	1,975	99.47	1,989
8	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	98.90	1,978	85.49	1,710
9	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	93.57	1,871	54.54	1,091
10	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	99.28	5,957	94.56	5,674

#### 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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<sup>\*</sup> 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	39.02	780	61.74	1,235
2	CIDB Negeri Kedah	2,000	97.37	1,947	76.59	1,532
3	CIDB Negeri Kelantan	6,000	99.57	5,974	89.29	5,357
4	CIDB Negeri Melaka	2,000	96.96	1,939	61.10	1,222
5	CIDB Negeri Pahang	2,000	50.20	1,004	55.74	1,115
6	CIDB Negeri Perak	2,000	47.09	942	60.78	1,216
7	CIDB Negeri Pulau Pinang	2,000	57.91	1,158	53.49	1,070
8	CIDB Negeri Sabah	2,000	98.29	1,966	48.86	977
9	CIDB Negeri Terengganu	2,000	91.67	1,833	74.64	1,493
10	CIDB Tawau	2,000	52.07	1,041	59.90	1,198
11	Ibu Pejabat CIDB	20,000	44.30	8,860	94.78	18,956
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	33.97	679	47.58	952
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	98.75	1,975	99.47	1,989
14	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	6.42	385	5.89	353
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	98.90	1,978	85.49	1,710
16	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	93.57	1,871	54.54	1,091
17	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	21.91	1,314	34.51	2,071
18	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	37.62	2,257	40.34	2,421
19	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	26.01	1,560	45.30	2,718
20	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	99.28	5,957	94.56	5,674

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

No	Circuit Name	Speed (Kbps)	July %	August %	September %	
1	CIDB Negeri Kelantan	6,000	99.34	94.53	96.81	
2	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	98.41	98.38	98.68	

#### 4. HELPDESK SUMMARY

4.1 There are total of 2 Tickets Report (TR) with status closed.

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

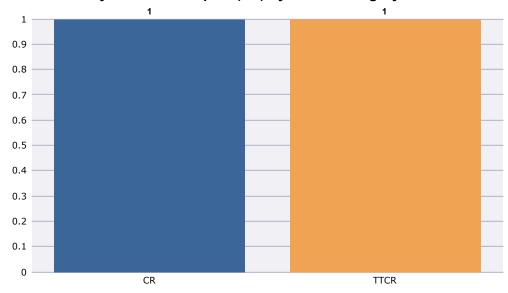
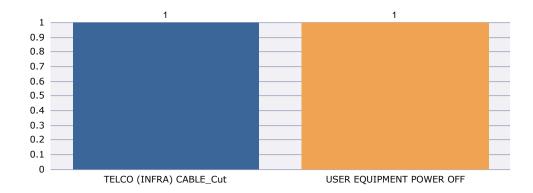


Figure 3: Summary of Tickets Report (TR) by Closure Code



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## 4.2 List of Tickets Report (TR) for September 2018

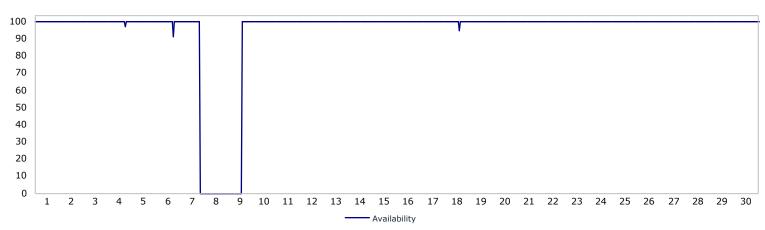
No	Ticket Category	Ticket No	Site Name	Problem Title	Action Resolution	Fault Category	Technology	Open Date	Closed Date	Outage HH:MM:SS	Hold Time HH:MM:SS	Resolution Time HH:MM:SS
1	TTCR	IM194146	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	Detected Line DOWN. SAMS Created Critical Alarm on Sep 12, 2018 12:00:05 PM SGT	Power - Failure	USER EQUIPMENT POWER OFF	IPVPN Over Metro-E	9/12/18 12:12:22	9/12/18 12:27:26	00:15:00	00:00:00	00:15:00
2	CR	IM194198	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	Abu Samah Hashim reported on behalf user cannot access internet 0192152474 **Power already restored	3rd Party - Accident	TELCO (INFRA) CABLE_Cut	IPVPN Over Metro-E	9/12/18 16:10:44	9/13/18 04:21:16	12:10:48	11:49:12	00:21:00

# **APPENDIX**

## Availability Graph for September 2018

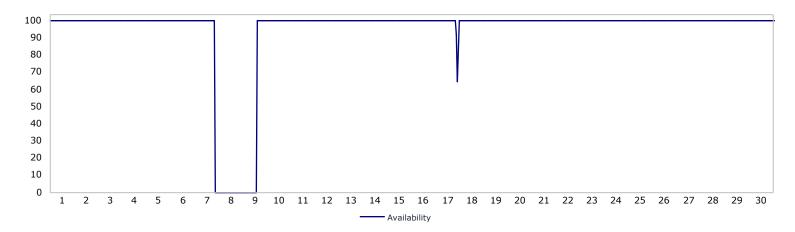
1 CIDB Miri Availability: 91.1%

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

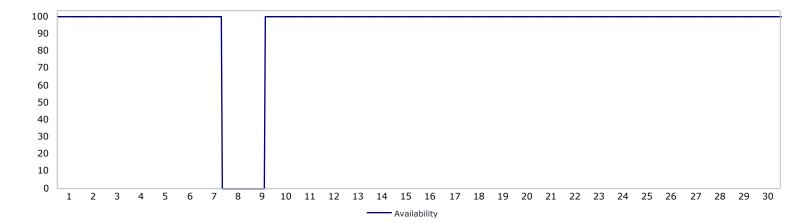


## 2 CIDB Negeri Kedah Availability: 91.1%

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



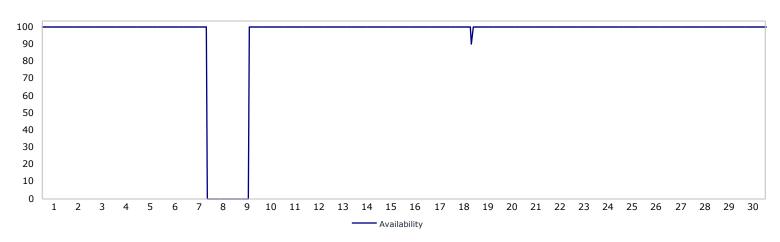
# 3 CIDB Negeri Kelantan Availability: 91.0% Technology: IPME, Speed: 6,000 Kbps, SLG: 99.7%



### CIDB Negeri Melaka

Availability: 91.1%

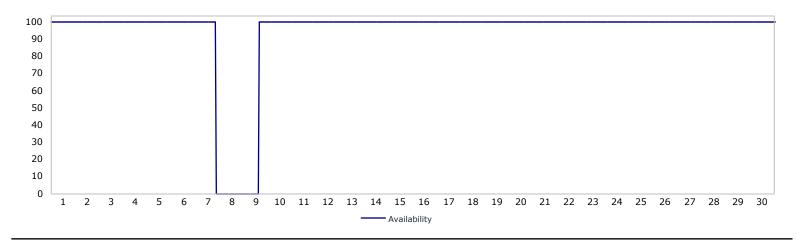
Technology: IPLL, Speed: 2,000 Kbps, SLG: 99.7%



## 5 CIDB Negeri Pahang

Availability: 91.0%

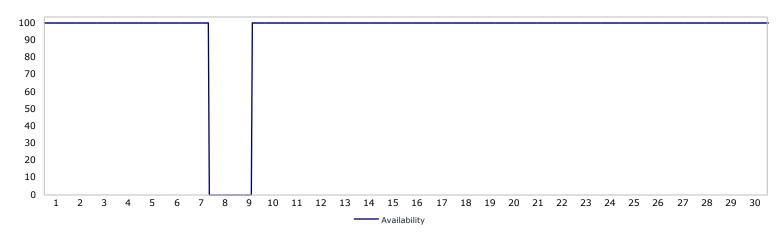
Technology: IPME, Speed: 2,000 Kbps, SLG: 99.7%



#### 6 CIDB Negeri Perak

Availability: 91.0%

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

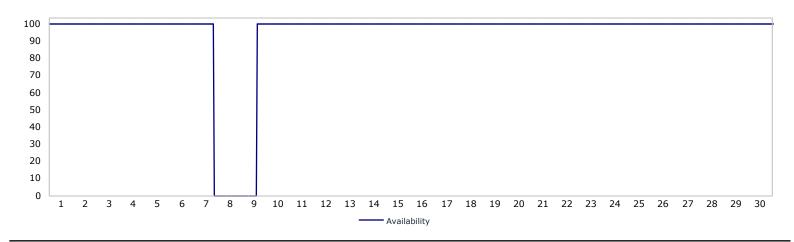


### CIDB Negeri Pulau Pinang

7

Availability: 91.0%

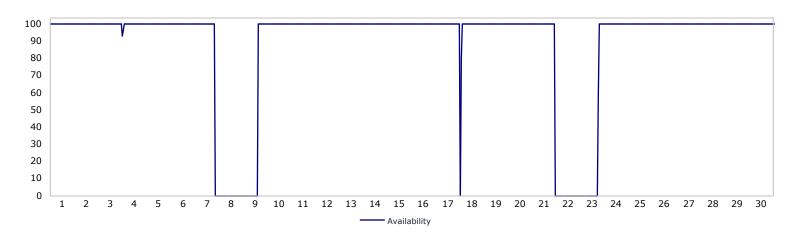
Technology: IPLL, Speed: 2,000 Kbps, SLG: 99.7%



#### 8 CIDB Negeri Sabah

Availability: 84.9%

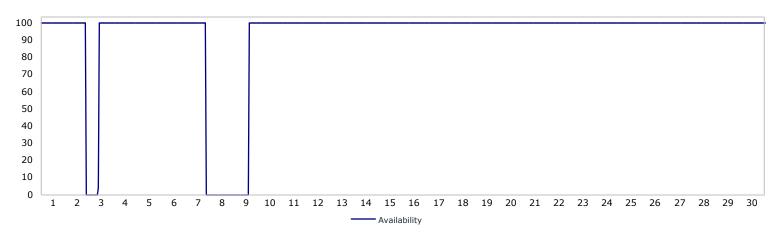
Technology: IPME, Speed: 2,000 Kbps, SLG: 99.7%



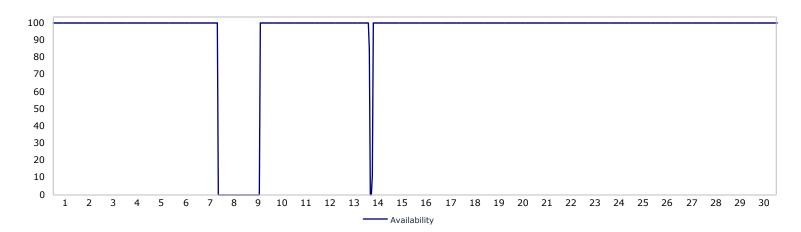
#### 9 CIDB Negeri Terengganu

Availability: 89.3%

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

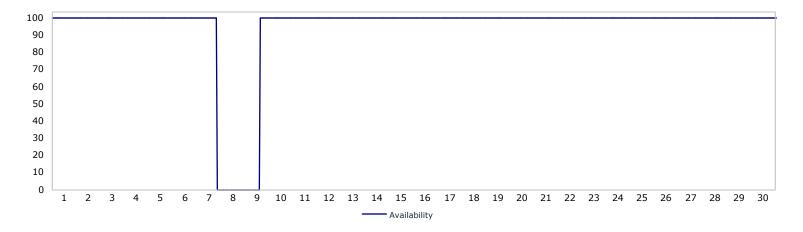


# 10 CIDB Tawau Availability: 90.7% Technology: IPLL, Speed: 2,000 Kbps, SLG: 99.7%



## 11 Ibu Pejabat CIDB Availability : 91.0%

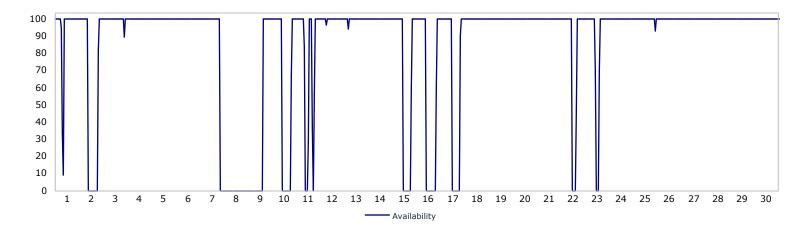
Technology: IPME, Speed: 20,000 Kbps, SLG: 99.9%



12 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu

Availability: 82.6%

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

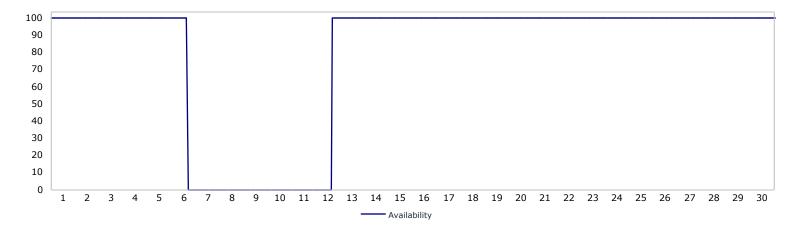


# 13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan Availability : 91.0% Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

Availability

## 14 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur Availability : 77.4%

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



15 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor Availability : 88.1%

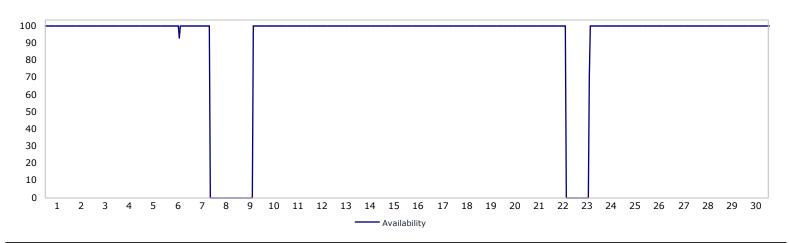
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

Availability

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

Availability: 87.9%

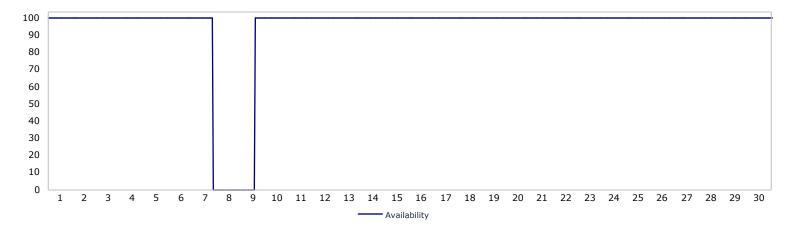
Technology: IPME, Speed: 2,000 Kbps, SLG: 99.7%



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

Availability: 91.1%

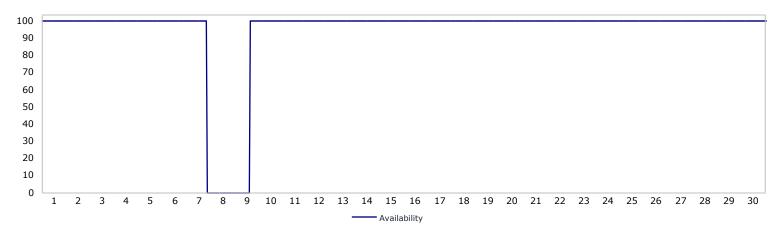
Technology: IPME, Speed: 6,000 Kbps, SLG: 99.7%



18 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor

Availability: 91.0%

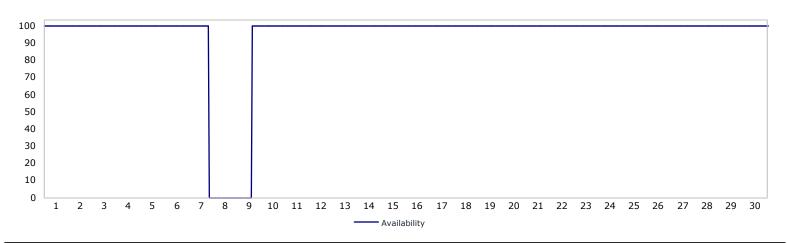
Technology: IPME, Speed: 6,000 Kbps, SLG: 99.7%



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

Availability: 91.0%

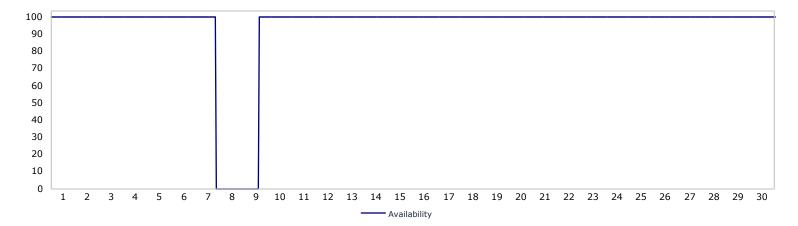
Technology: IPME, Speed: 6,000 Kbps, SLG: 99.7%



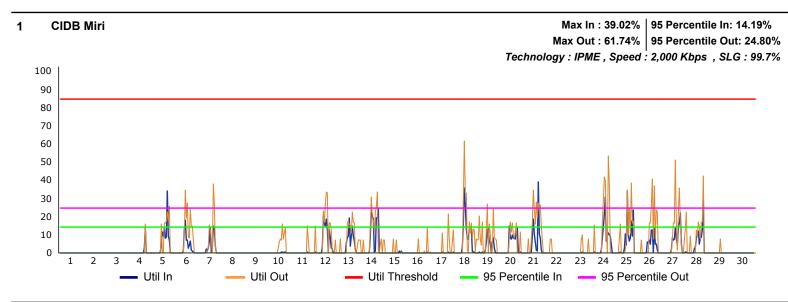
#### 20 Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia

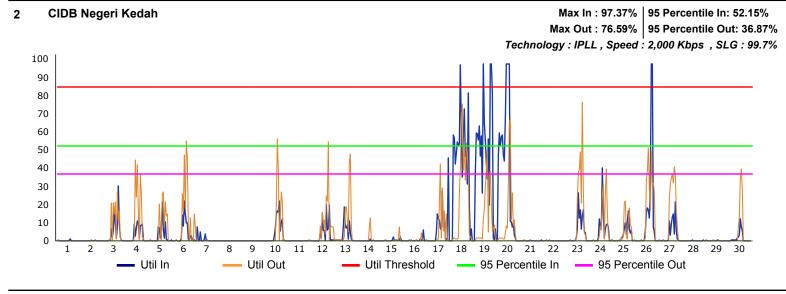
Availability: 91.0%

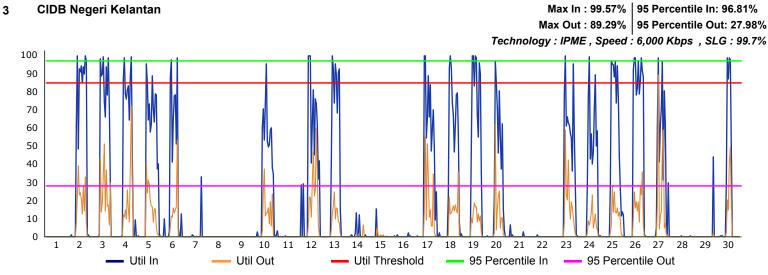
Technology: IPME, Speed: 6,000 Kbps, SLG: 99.7%

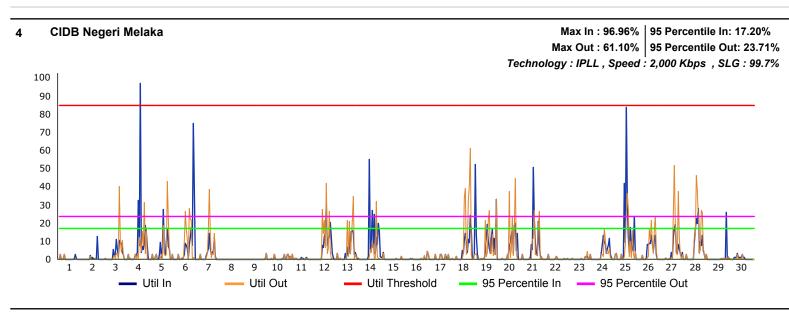


## Utilization Graph for September 2018





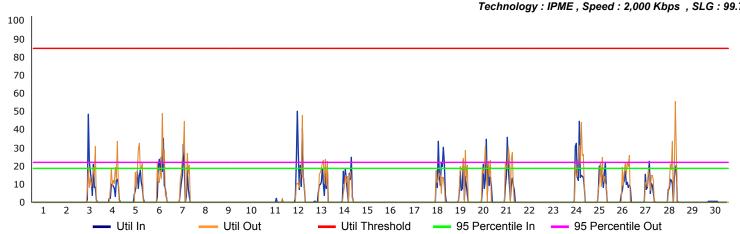




#### 5 **CIDB Negeri Pahang**

Max In: 50.20% 95 Percentile In: 18.81% Max Out : 55.74% | 95 Percentile Out: 22.07%

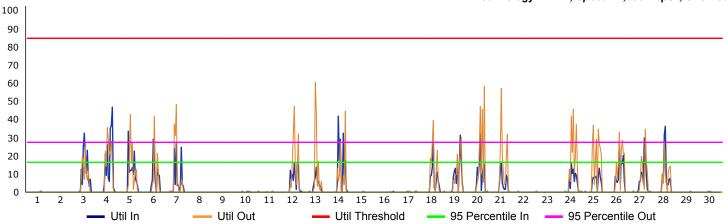
Technology: IPME, Speed: 2,000 Kbps, SLG: 99.7%



#### **CIDB Negeri Perak** 6

Max In: 47.09% | 95 Percentile In: 16.36% Max Out : 60.78% 95 Percentile Out: 27.45%

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



#### **CIDB Negeri Pulau Pinang** Max In: 57.91% 95 Percentile In: 12.34% Max Out : 53.49% 95 Percentile Out: 26.91% Technology: IPLL, Speed: 2,000 Kbps, SLG: 99.7%

**Util Threshold** 

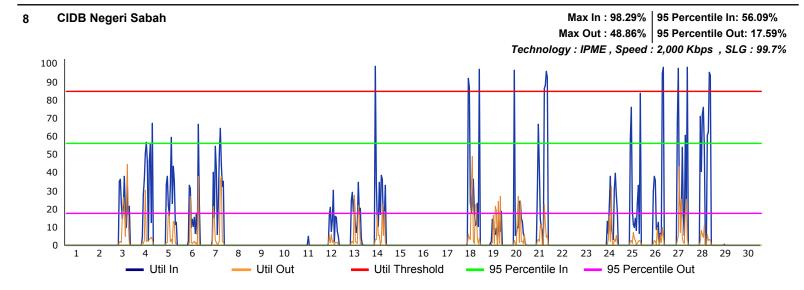
95 Percentile In

95 Percentile Out

Max In: 91.67% | 95 Percentile In: 22.12%

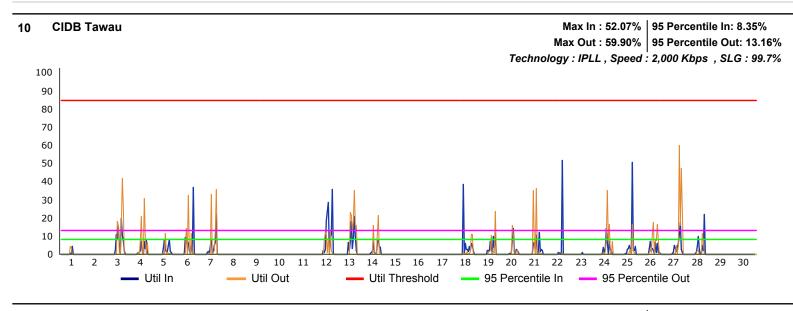
**Util Out** 

Util In



#### 9 CIDB Negeri Terengganu

Max Out : 74.64% 95 Percentile Out: 42.41% Technology: IPLL, Speed: 2,000 Kbps, SLG: 99.7% Util In **Util Out** 95 Percentile In - 95 Percentile Out Util Threshold



#### Max In: 44.30% 95 Percentile In: 23.41% Ibu Pejabat CIDB Max Out : 94.78% | 95 Percentile Out: 31.41% Technology: IPME, Speed: 20,000 Kbps, SLG: 99.9% Pri Util In Pri Util\_Out Util Threshold 95 Percentile In - 95 Percentile Out

12 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu

Sec Util\_Out

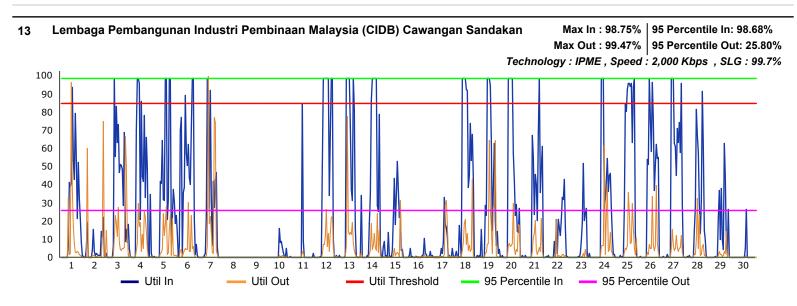
Sec Util\_In

Max In: 33.97% | 95 Percentile In: 10.63%

Max Out: 47.58% | 95 Percentile Out: 16.46%

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

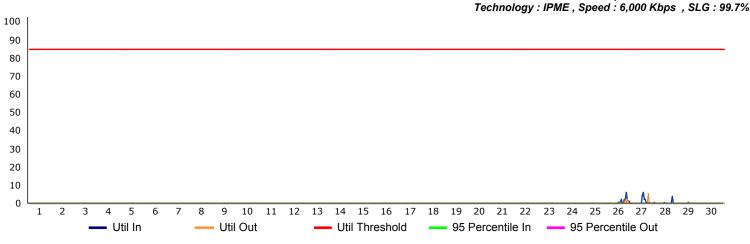
Util In **Util Out** 95 Percentile In 95 Percentile Out **Util Threshold** 

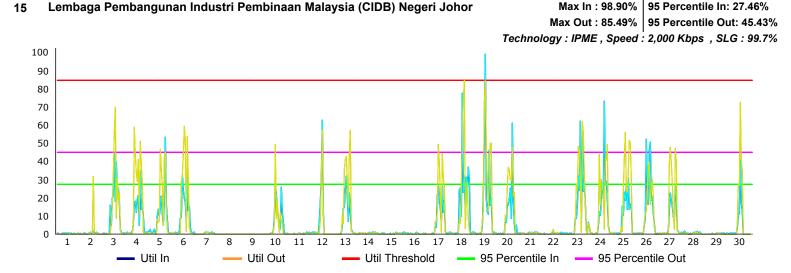


14 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur

Max In: 6.42% | 95 Percentile In: 0.21%

Max Out: 5.89% | 95 Percentile Out: 0.11%

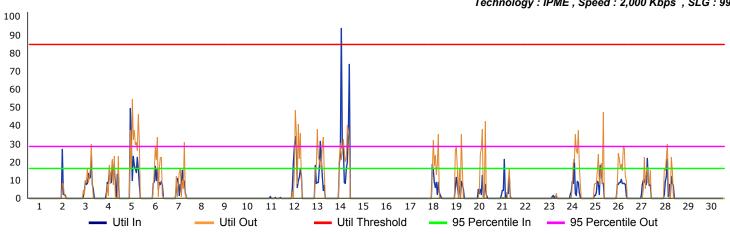




#### Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis 16

Max In: 93.57% 95 Percentile In: 16.83% Max Out : 54.54% 95 Percentile Out: 28.96%

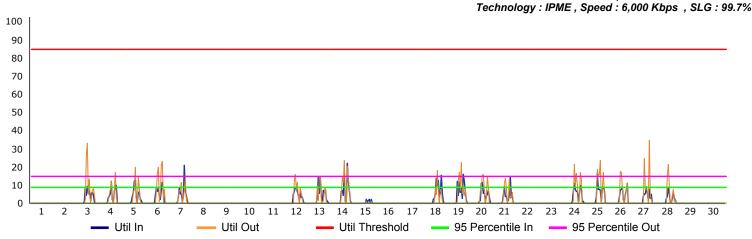
Technology: IPME, Speed: 2,000 Kbps, SLG: 99.7%



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

Max In: 21.91%

95 Percentile In: 8.85% Max Out : 34.51% | 95 Percentile Out: 14.74%



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

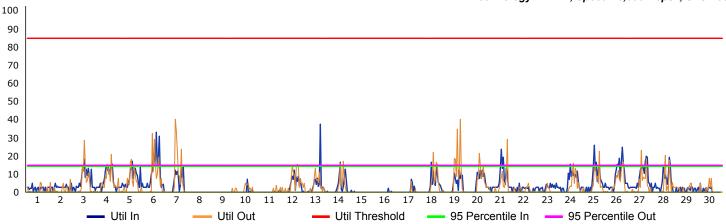
Max In: 37.62%

95 Percentile In: 14.63%

Max Out : 40.34%

95 Percentile Out: 15.23%

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



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

Max In: 26.01% 95 Percentile In: 6.19% Max Out : 45.30% 95 Percentile Out: 14.56%

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

