MyGOV*NET
KKR-CIDB
MONTHLY SLG REPORT
AUGUST 2018

GITN Sdn. Berhad

"The monthly service management report has been prepared for customer subscribed to MyGOV*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."

MyGOV*NET

August 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 August 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 14 circuits achieved 100.0% Circuit Availability and 6 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 August 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
TTCR	2

Table 4: List of Detail Closure Code

Closure Code	No. of Tickets
TELCO (CPE) IPME_UPE Hang	1
USER EQUIPMENT POWER OFF	1

1.6 On 10th until 11th August 2018 schedule maintenance works are carried out on SAMS server. During this acitivity there are an impact on the customer online availability and utilization data which might effected for all sites.

2. AVAILABILITY SUMMARY

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

a) Service Availability

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

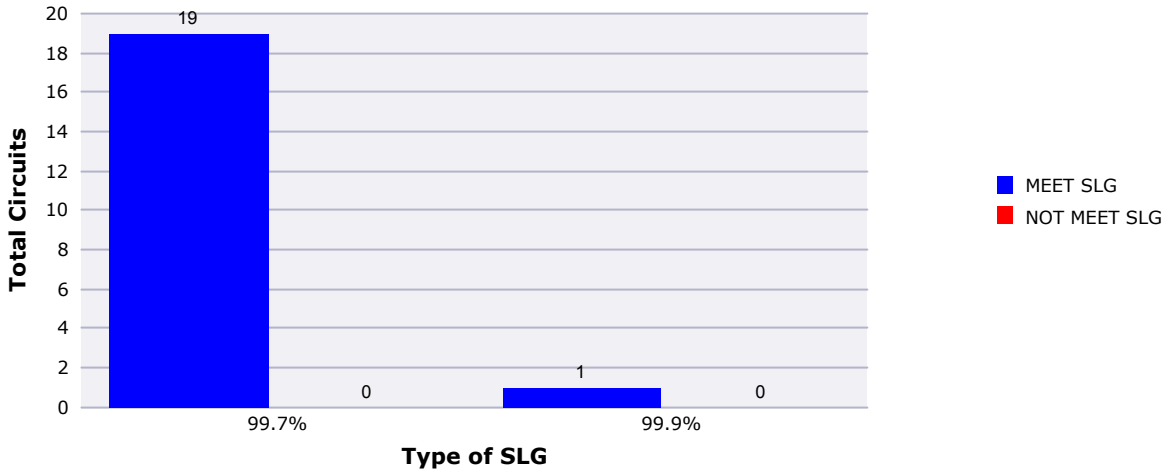
Service Availability for Month = ((T - D) x 100)/ T
Where:
T is the total number of minutes in the Month; and
D is Downtime.
Downtime means any interruption to availability of service which includes due to GSB, Telco, Customer and Others.

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 Negeri Kedah	2,000	IPLL	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 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) Kuala Lumpur	6,000	IPME	99.7	100
11	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	IPME	99.7	100
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	IPME	99.7	100
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	IPME	99.7	100
14	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	IPME	99.7	100

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	99.8	
2	CIDB Negeri Perak	2,000	IPLL	99.7	98.5	
3	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	IPME	99.7	97.0	
4	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	IPME	99.7	99.8	
5	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	IPME	99.7	98.9	
6	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	IPME	99.7	99.7	

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	97.30	1,946	83.55	1,671
2	CIDB Negeri Kelantan	6,000	99.58	5,975	86.08	5,165
3	CIDB Negeri Pulau Pinang	2,000	93.31	1,866	61.03	1,221
4	CIDB Negeri Sabah	2,000	98.11	1,962	80.69	1,614
5	CIDB Negeri Terengganu	2,000	94.25	1,885	74.63	1,493
6	Ibu Pejabat CIDB	20,000	93.05	18,610	81.87	16,375
7	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	98.75	1,975	98.93	1,979
8	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	99.28	5,957	85.09	5,105
9	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	21.22	1,273	93.75	5,625

3.3 There is 1 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
1	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	0.07	1.00	0.18	0.00	Relocaton

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	8.17	163	8.26	165
2	CIDB Negeri Kedah	2,000	97.30	1,946	83.55	1,671
3	CIDB Negeri Kelantan	6,000	99.58	5,975	86.08	5,165
4	CIDB Negeri Melaka	2,000	51.66	1,033	68.23	1,365
5	CIDB Negeri Pahang	2,000	64.17	1,283	37.44	749
6	CIDB Negeri Perak	2,000	57.54	1,151	53.54	1,071
7	CIDB Negeri Pulau Pinang	2,000	93.31	1,866	61.03	1,221
8	CIDB Negeri Sabah	2,000	98.11	1,962	80.69	1,614
9	CIDB Negeri Terengganu	2,000	94.25	1,885	74.63	1,493
10	CIDB Tawau	2,000	43.86	877	52.91	1,058
11	Ibu Pejabat CIDB	20,000	93.05	18,610	81.87	16,375
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	45.95	919	42.13	843
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	98.75	1,975	98.93	1,979
14	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	0.07	4	0.18	11
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	67.82	1,356	78.66	1,573
16	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	44.82	896	72.85	1,457
17	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	99.28	5,957	85.09	5,105
18	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	64.18	3,851	26.28	1,577
19	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	18.44	1,106	42.09	2,525
20	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	21.22	1,273	93.75	5,625

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

No	Circuit Name	Speed (Kbps)	June %	July %	August %
1	CIDB Negeri Kelantan	6,000	99.47	99.34	94.97
2	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	99.30	98.41	98.39

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

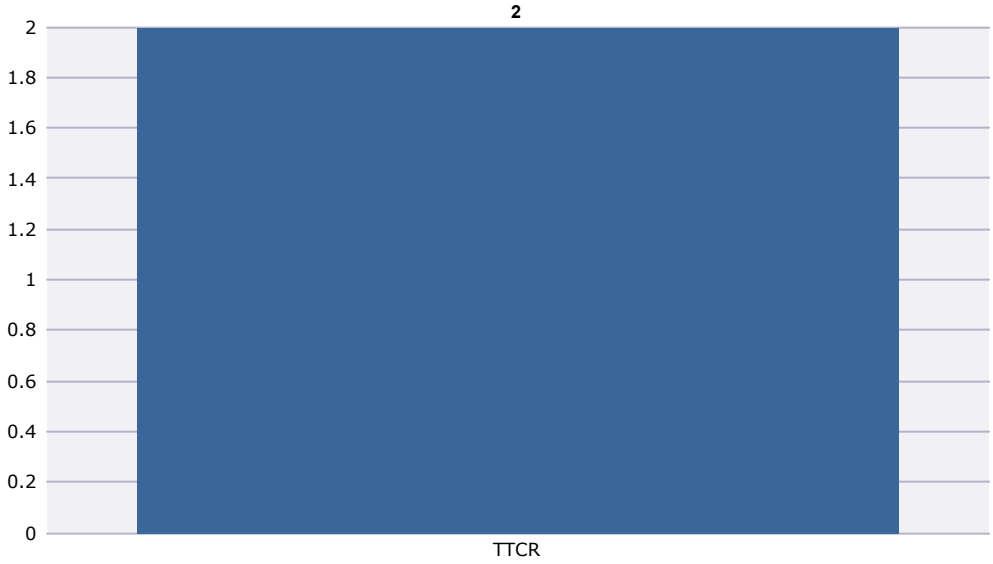
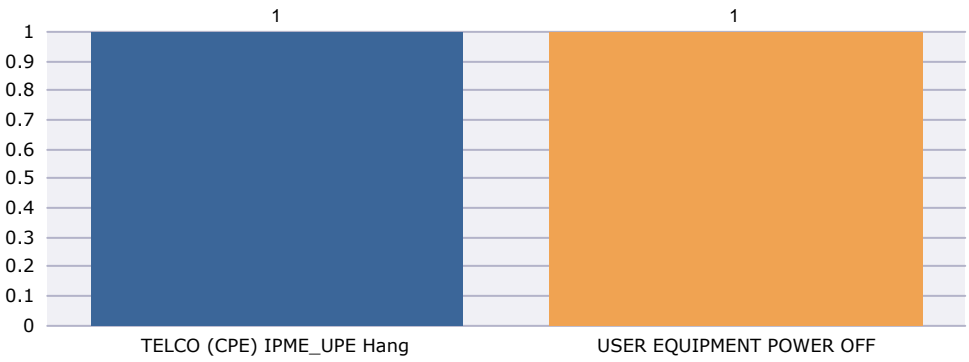


Figure 3: Summary of Tickets Report (TR) by Closure Code



4.2 List of Tickets Report (TR) for August 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	IM192305	CIDB Negeri Perak	Detected Line Down. SAMS critical alarm created on Aug 23, 2018 1:43:55 PM	Power - Failure	USER EQUIPMENT POWER OFF	IPVPN Over Leased Line	8/23/18 14:26:24	8/23/18 15:26:54	01:00:36	00:00:00	01:00:36
2	TTCR	IM192890	CIDB Miri	Detected Line Down. SAMS critical alarm created on Aug 29, 2018 3:18:10 PM SGT	Related to GSB	TELCO (CPE) IPME_UPE Hang	IPVPN Over Metro-E	8/29/18 15:40:04	8/29/18 16:26:31	00:46:12	00:40:48	00:06:00

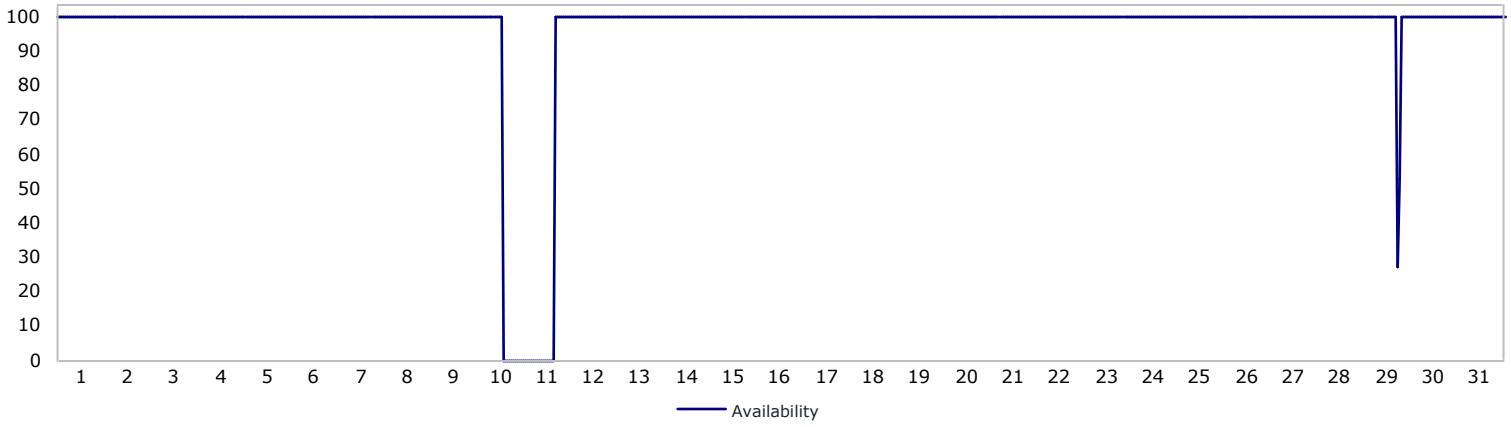
APPENDIX

Availability Graph for August 2018

1 CIDB Miri

Availability : 99.8%

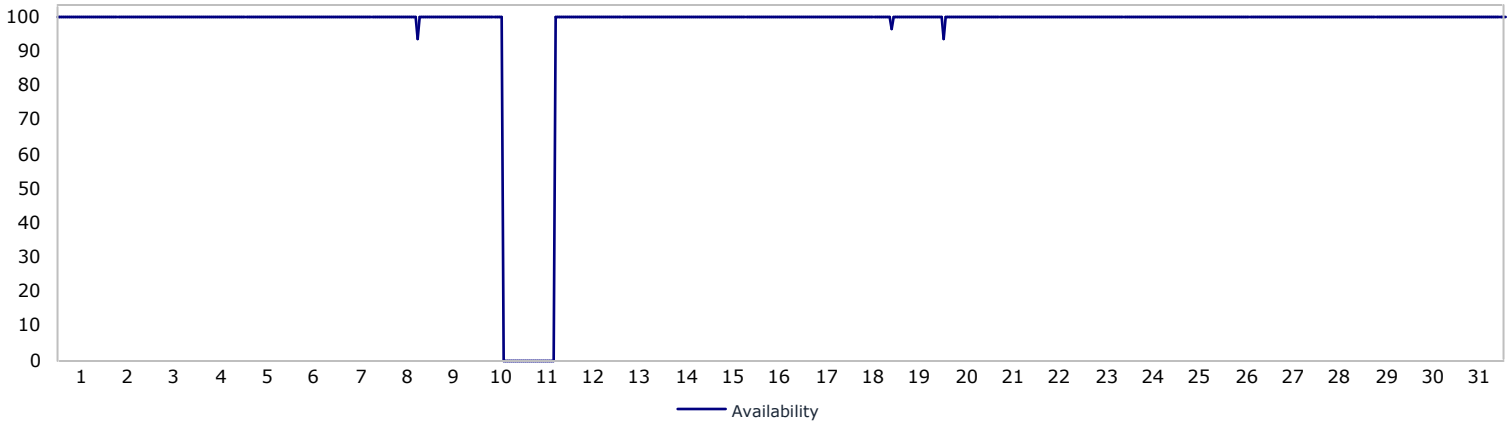
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



2 CIDB Negeri Kedah

Availability : 100.0%

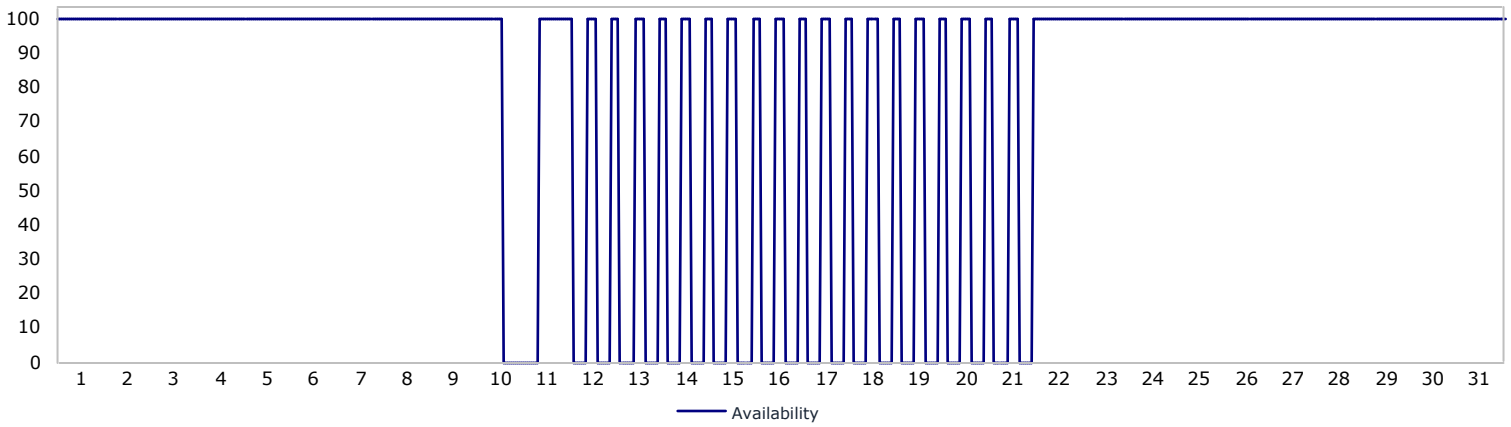
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



3 CIDB Negeri Kelantan

Availability : 100.0%

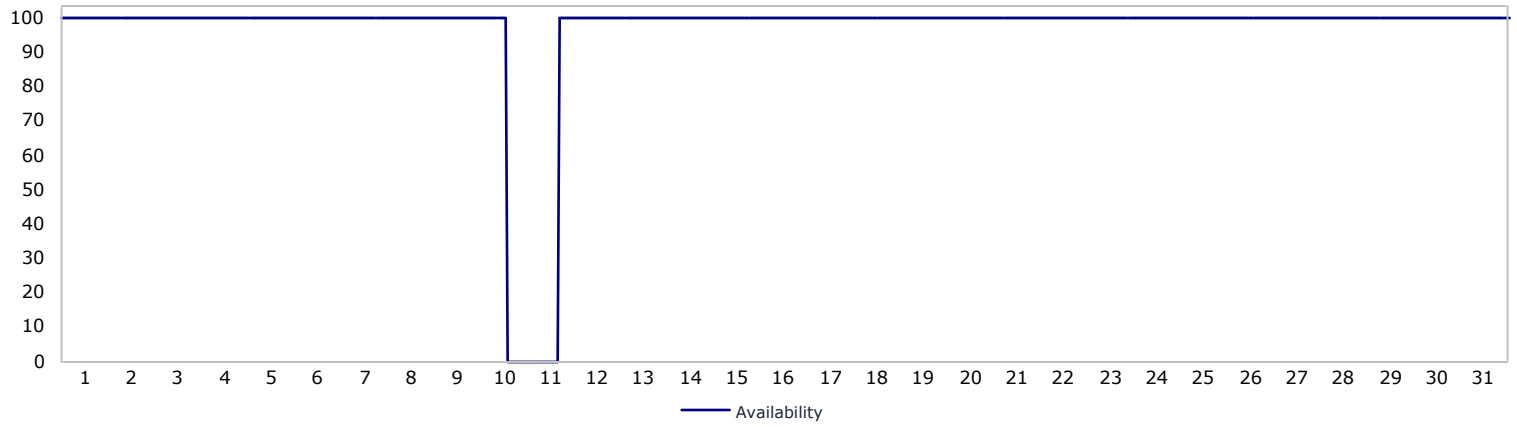
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



4 CIDB Negeri Melaka

Availability : 100.0%

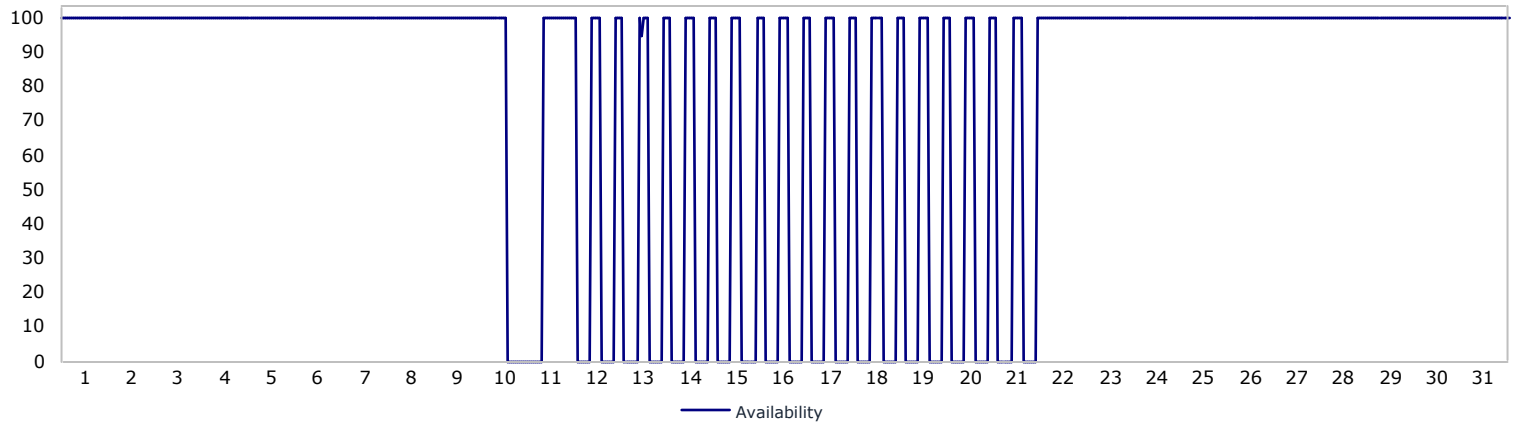
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



5 CIDB Negeri Pahang

Availability : 100.0%

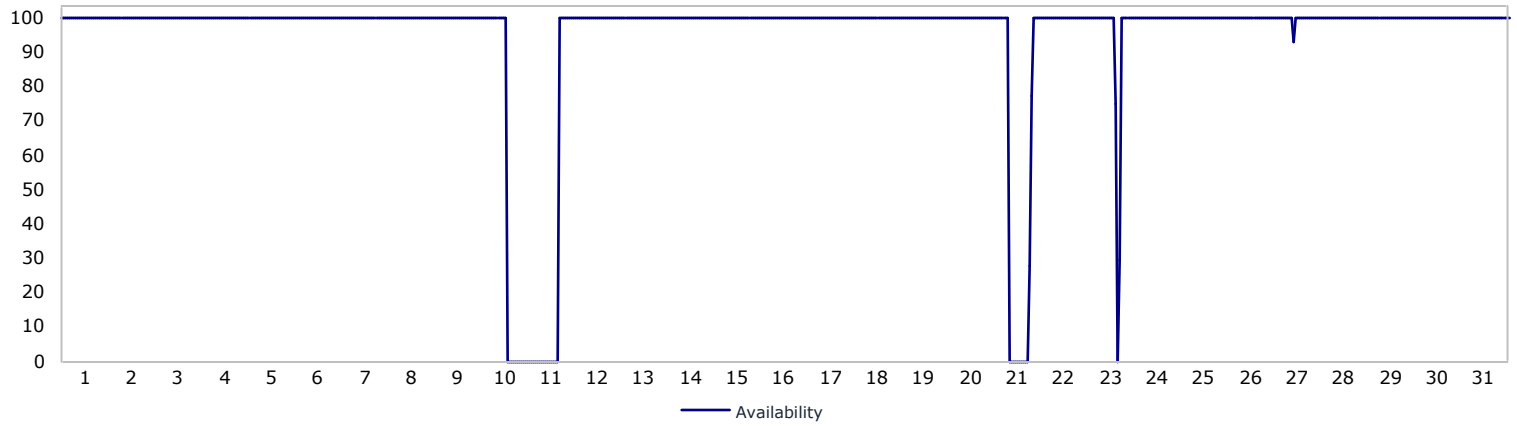
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



6 CIDB Negeri Perak

Availability : 98.5%

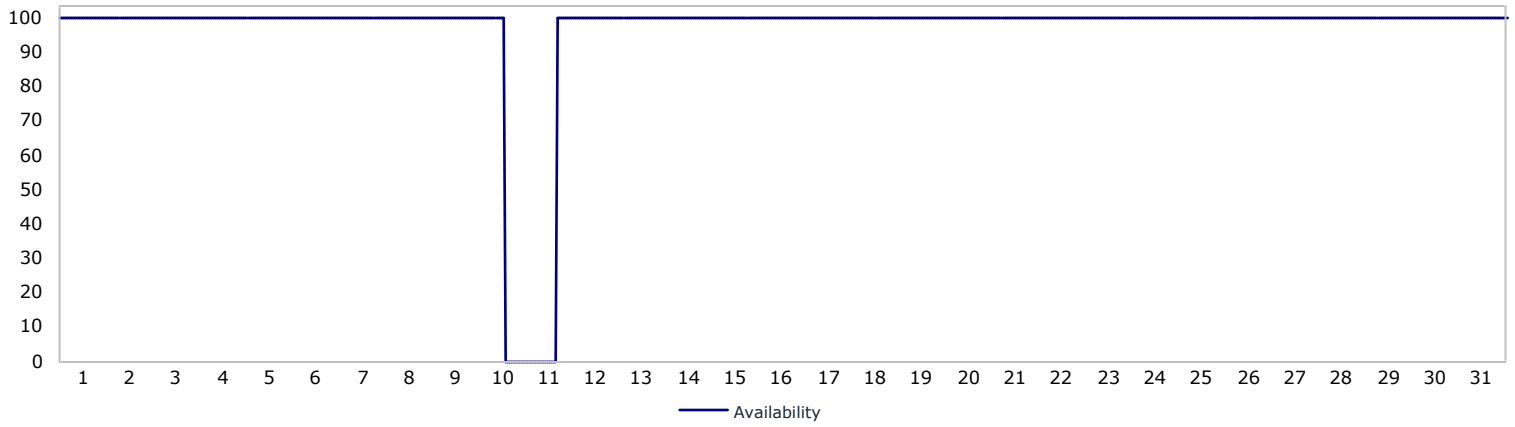
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



7 CIDB Negeri Pulau Pinang

Availability : 100.0%

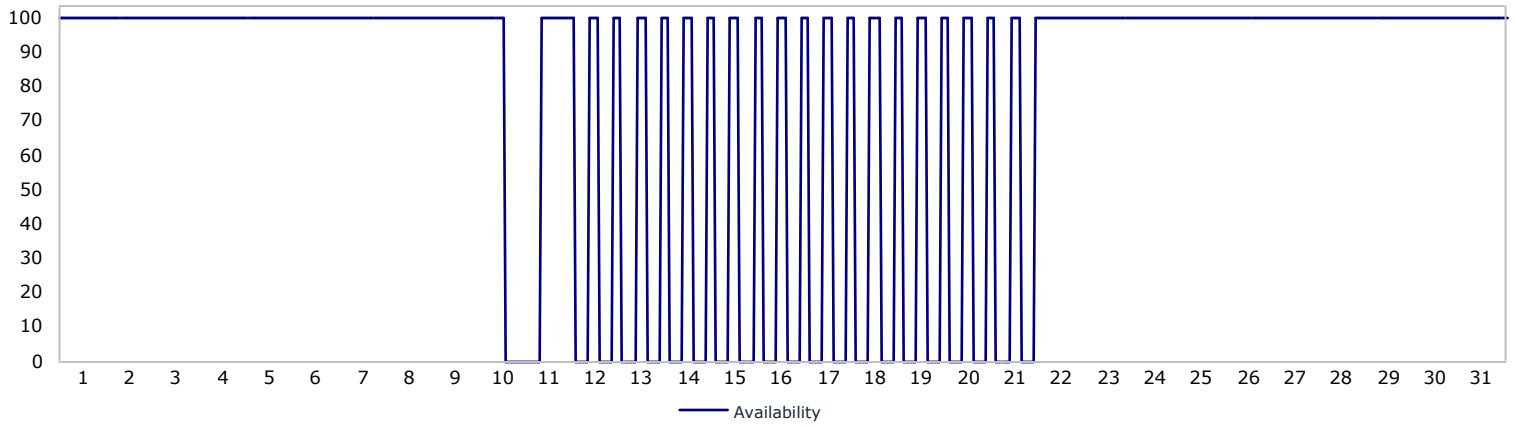
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



8 CIDB Negeri Sabah

Availability : 100.0%

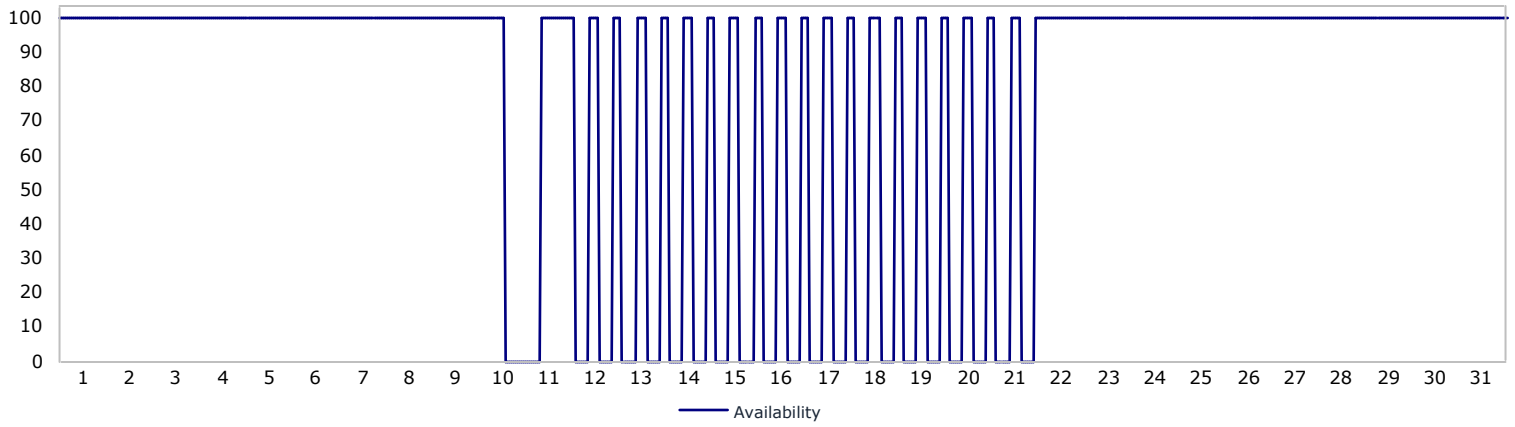
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



9 CIDB Negeri Terengganu

Availability : 100.0%

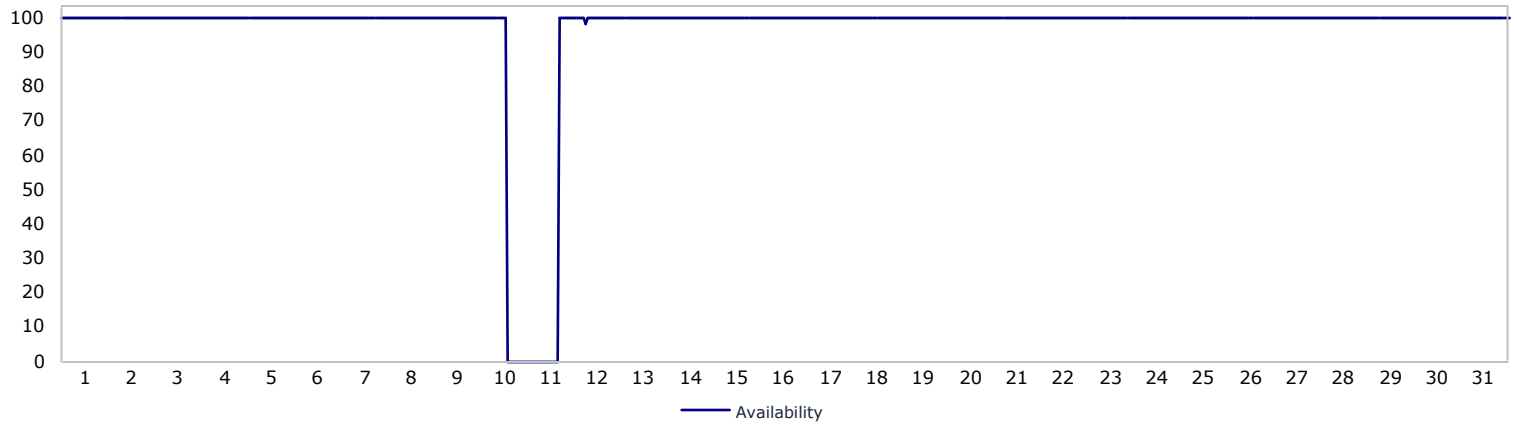
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



10 CIDB Tawau

Availability : 100.0%

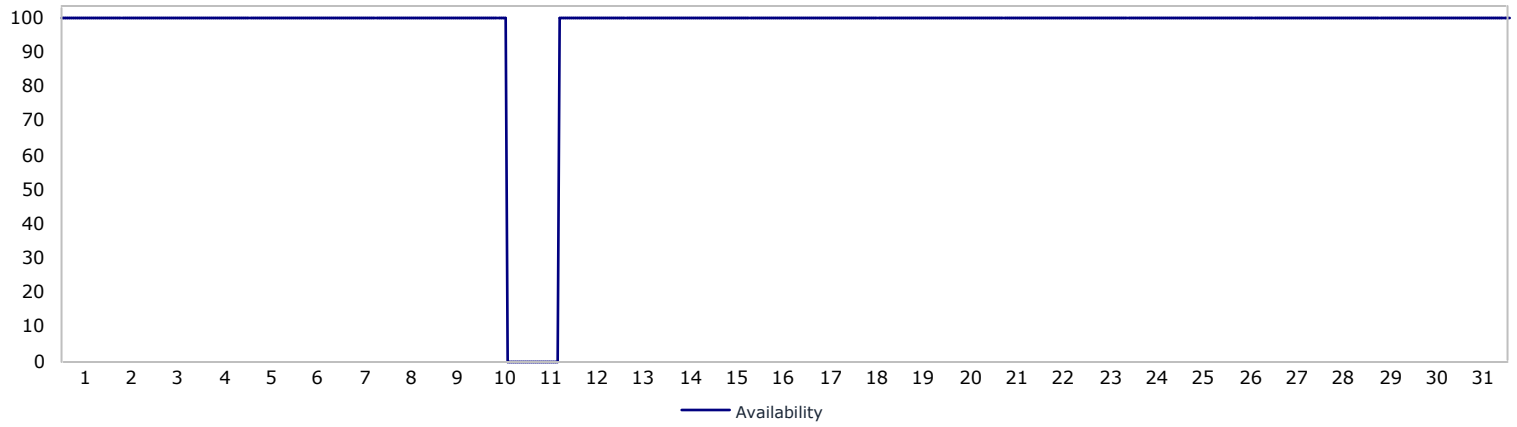
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



11 Ibu Pejabat CIDB

Availability : 100.0%

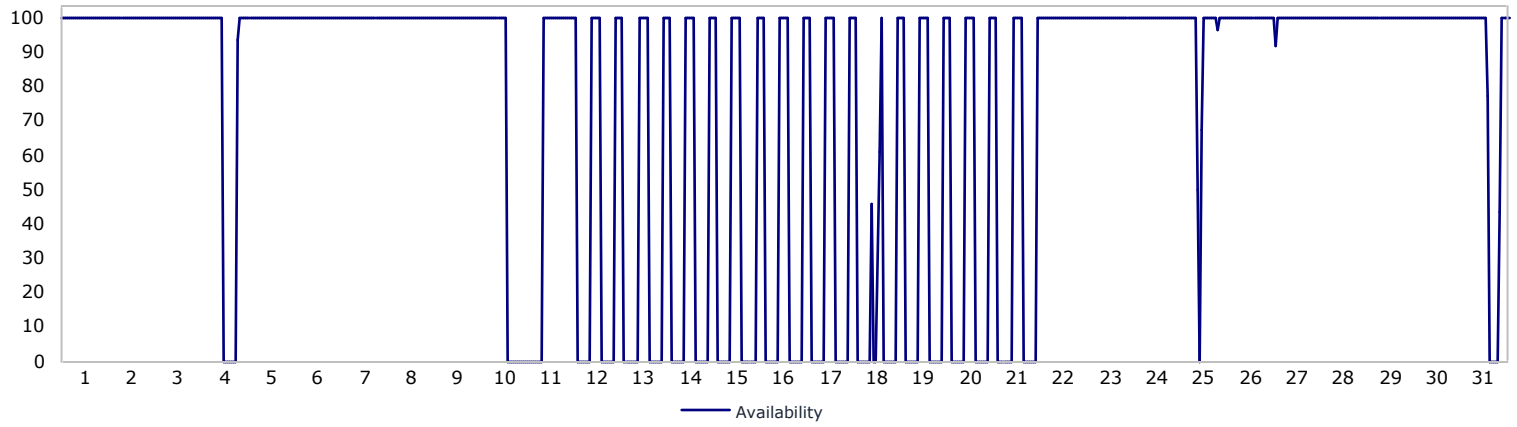
Technology : IPME , Speed : 20,000 Kbps , SLG : 99.9%



12 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu

Availability : 97.0%

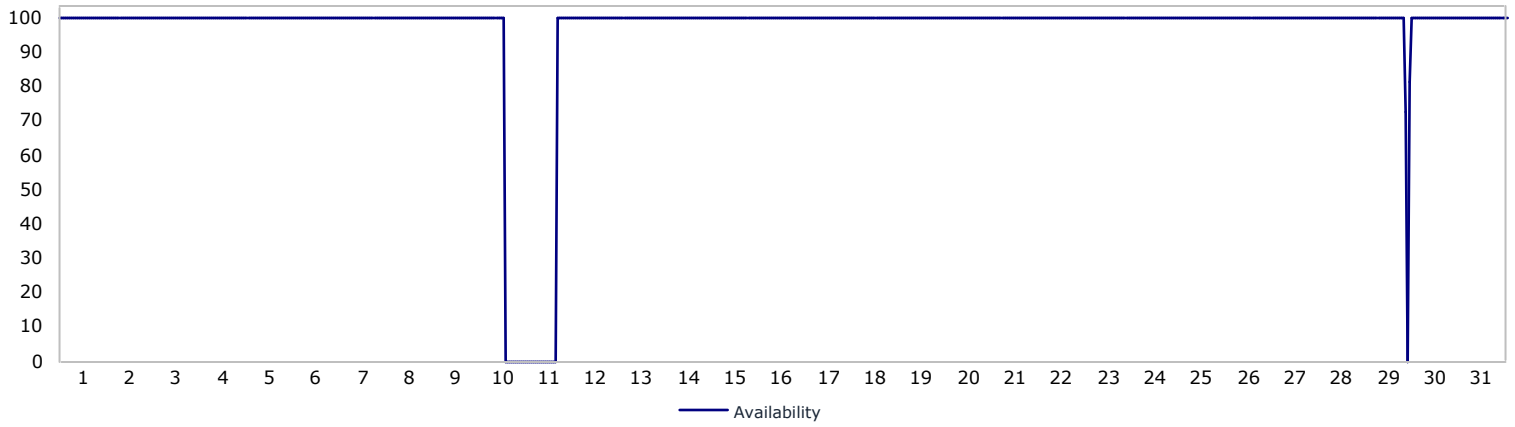
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan

Availability : 99.8%

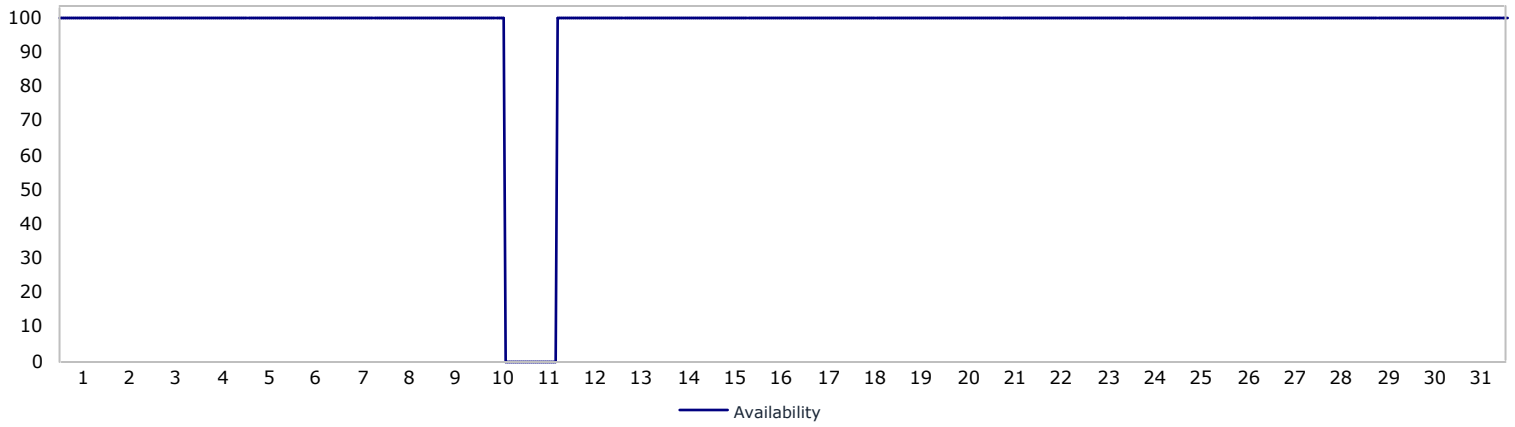
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



14 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur

Availability : 100.0%

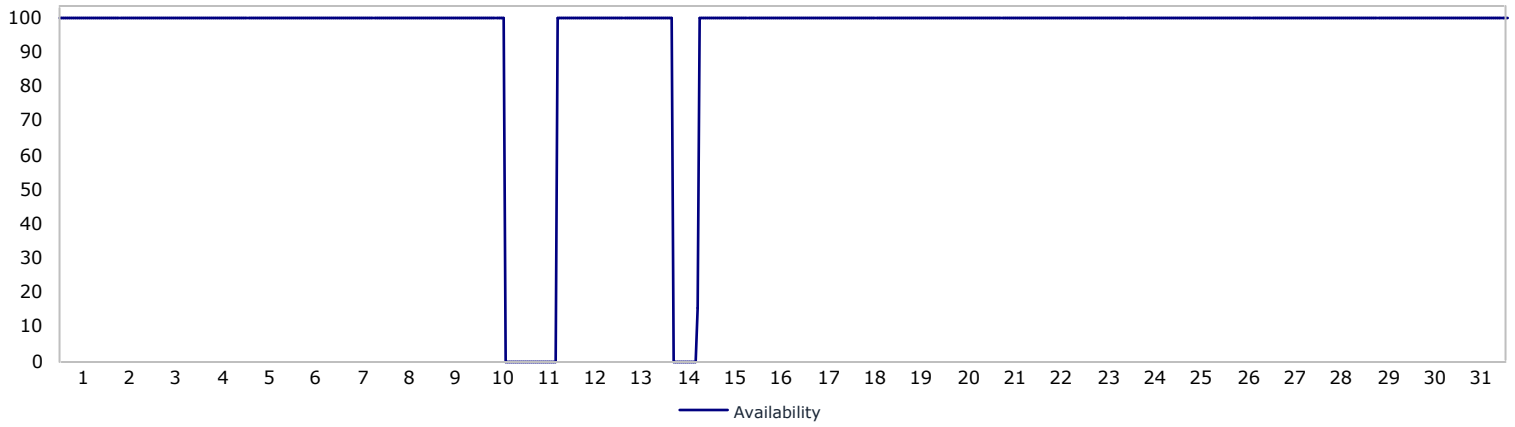
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



15 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor

Availability : 98.9%

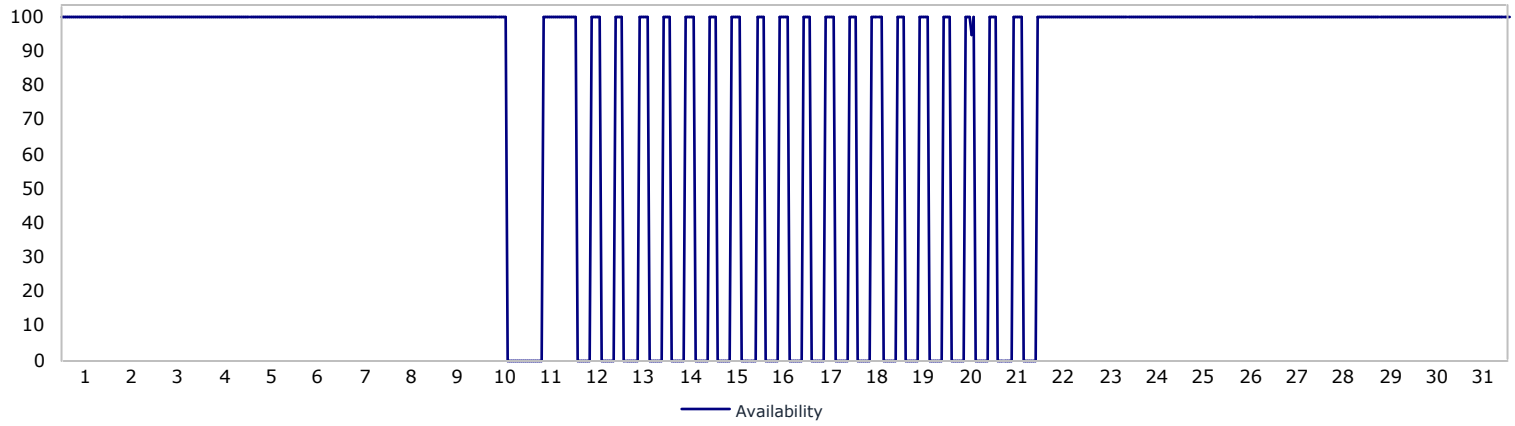
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



16 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis

Availability : 100.0%

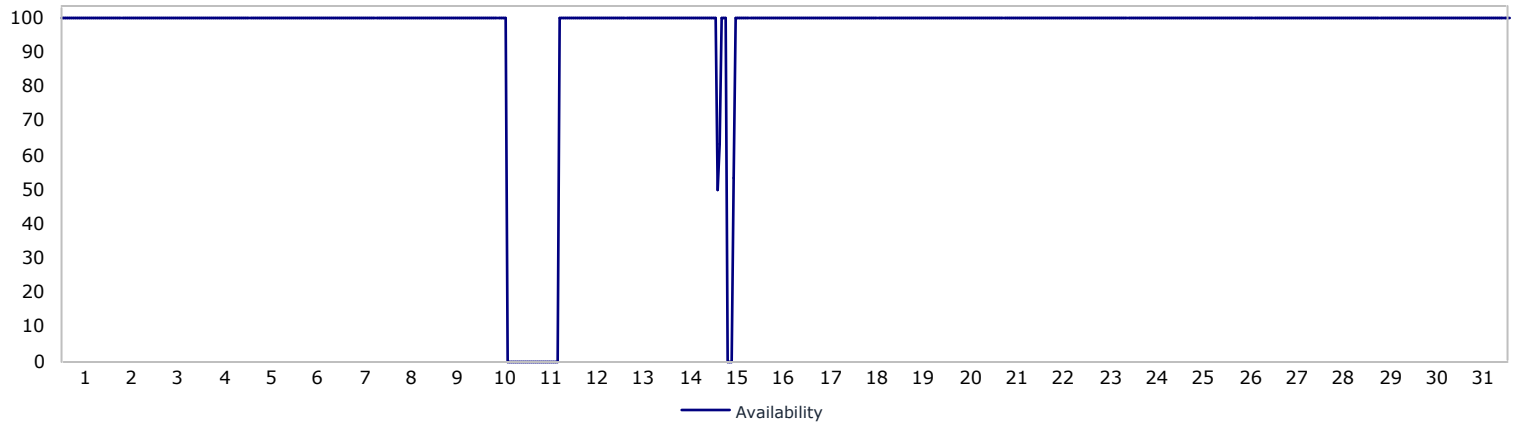
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



17 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak

Availability : 99.7%

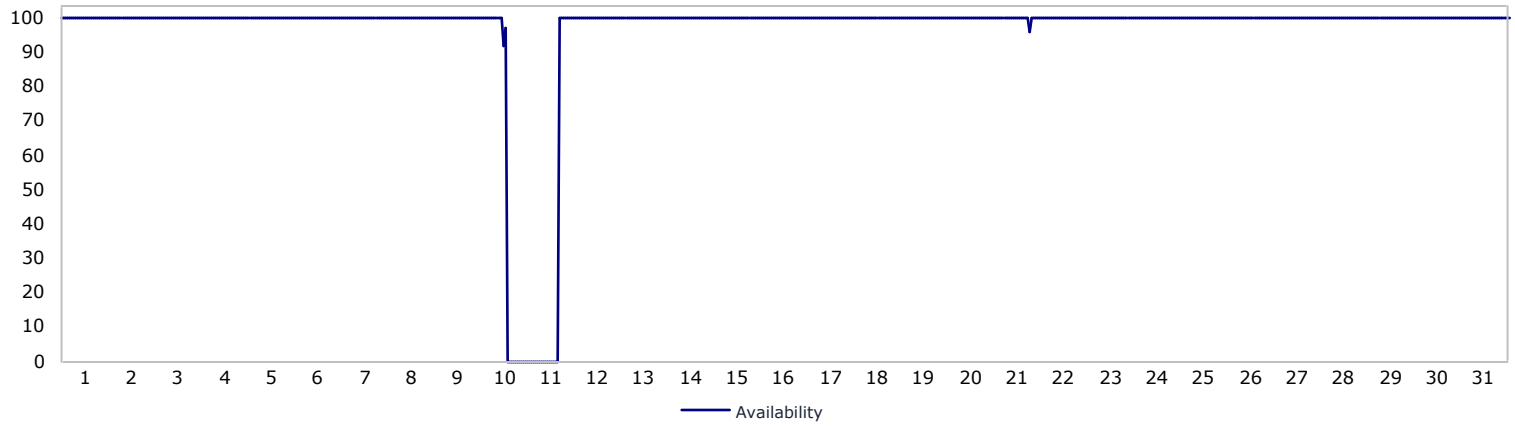
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



18 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor

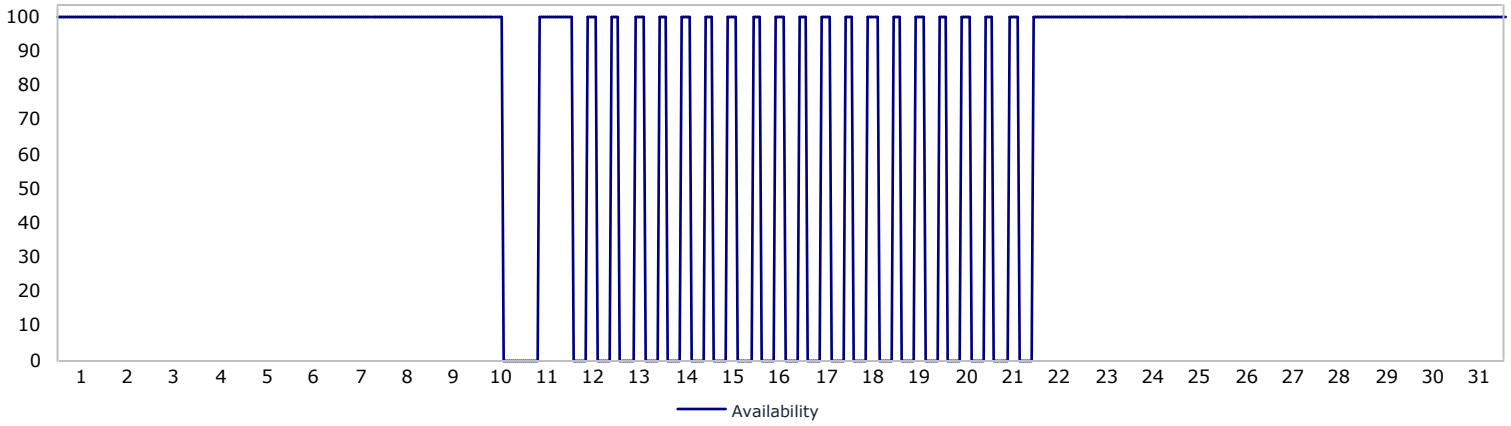
Availability : 100.0%

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



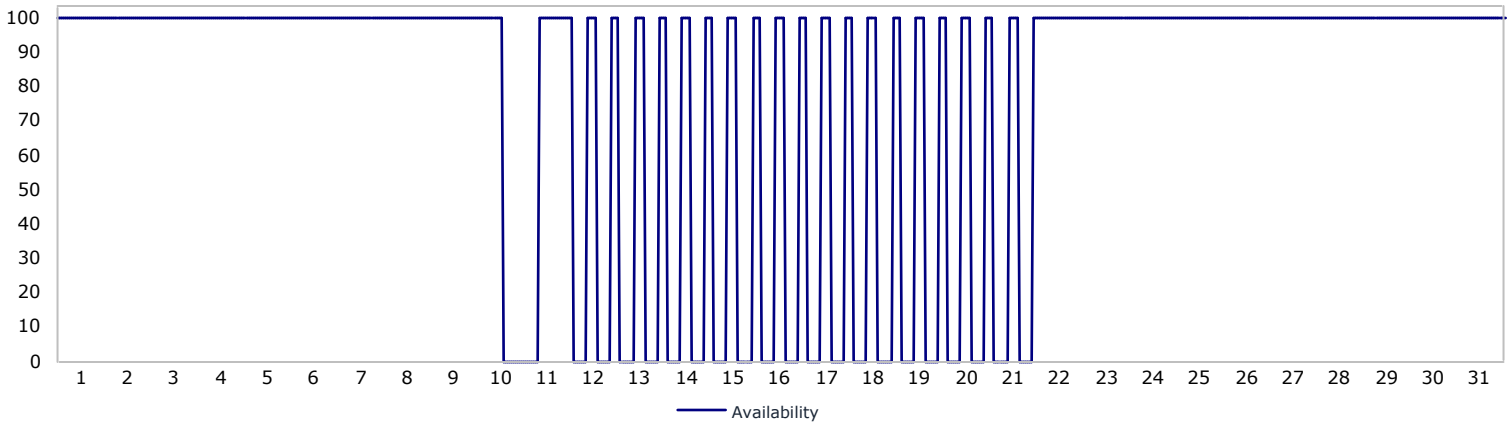
19 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan **Availability : 100.0%**

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



20 Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia **Availability : 100.0%**

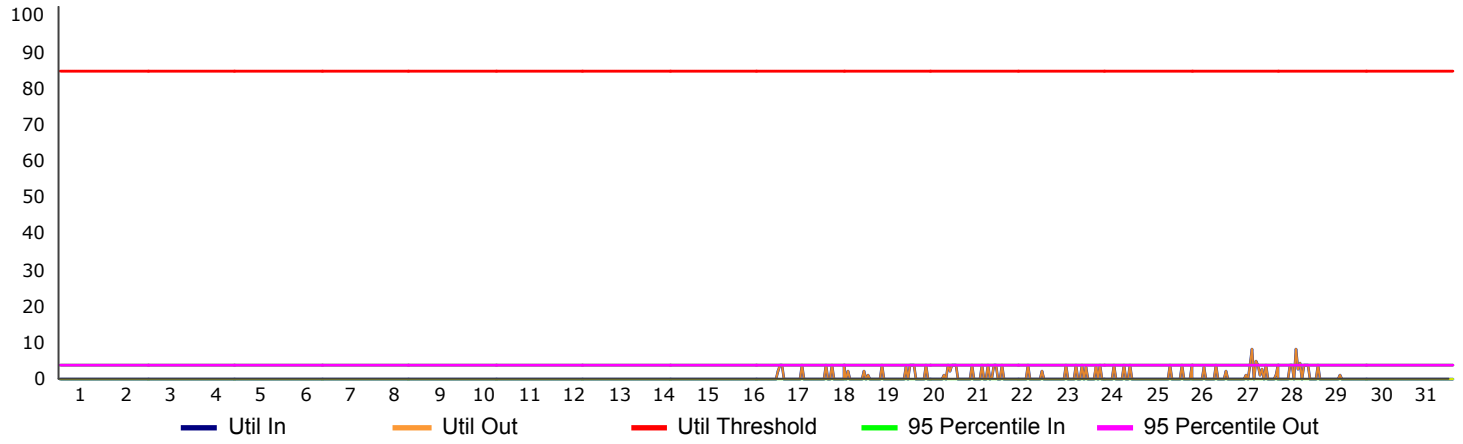
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



Utilization Graph for August 2018

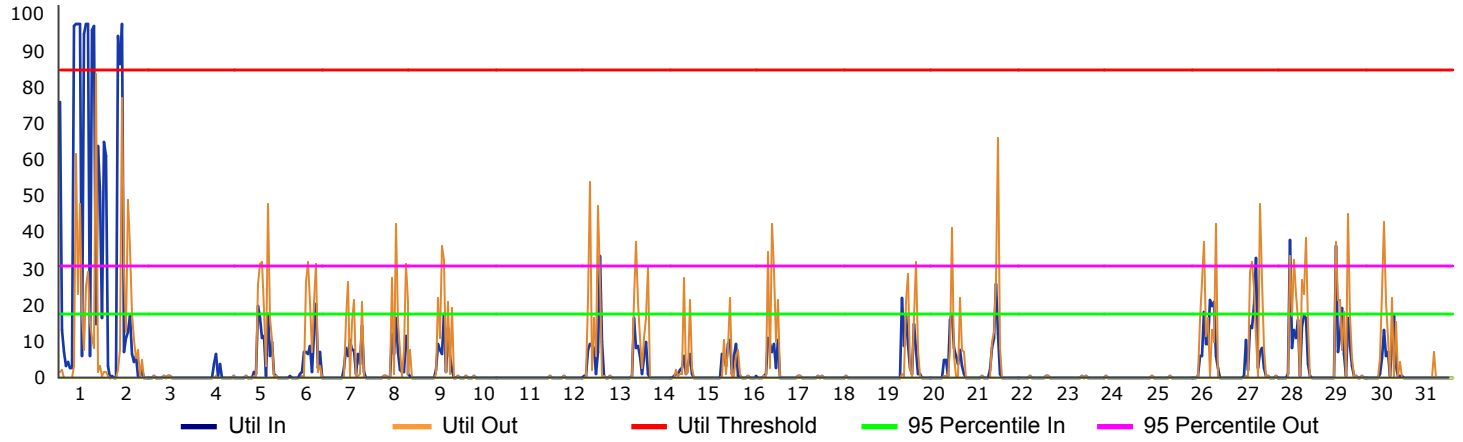
1 CIDB Miri

Max In : 8.17% | **95 Percentile In: 4.02%**
Max Out : 8.26% | **95 Percentile Out: 4.04%**
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



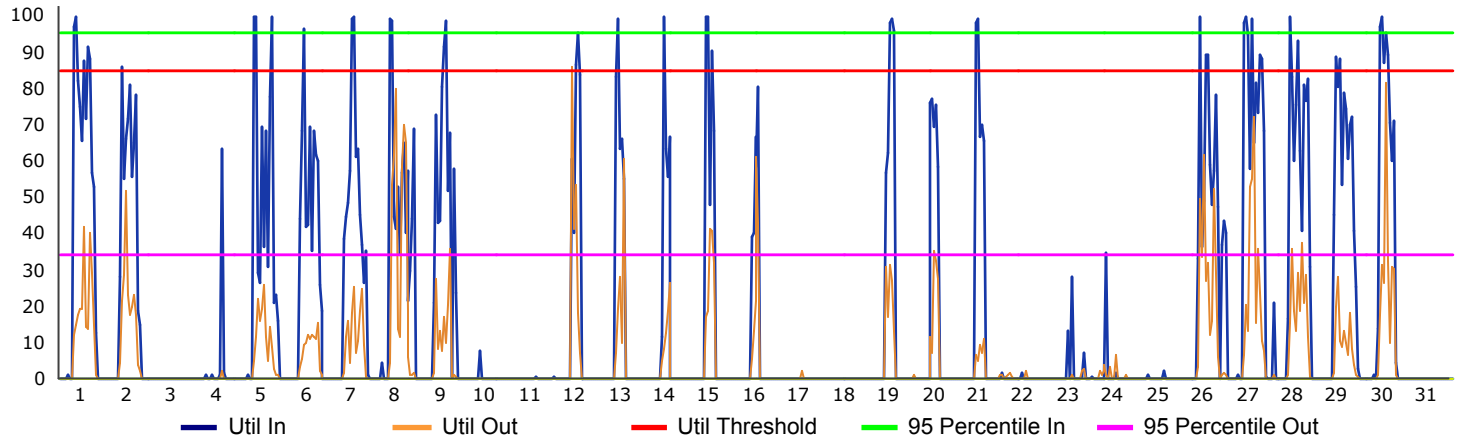
2 CIDB Negeri Kedah

Max In : 97.30% | **95 Percentile In: 17.51%**
Max Out : 83.55% | **95 Percentile Out: 30.99%**
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



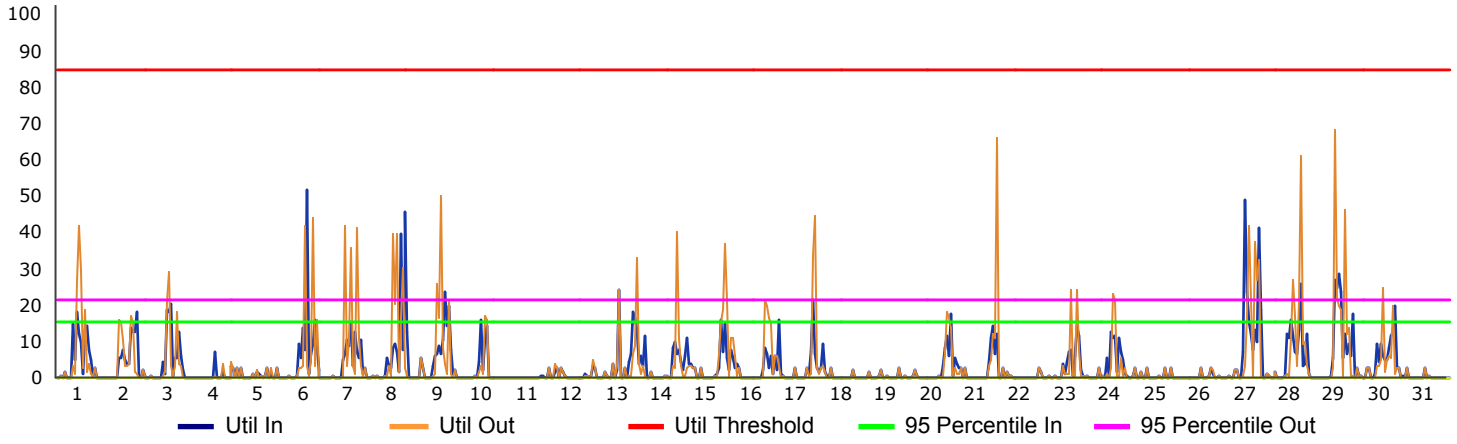
3 CIDB Negeri Kelantan

Max In : 99.58% | **95 Percentile In: 94.97%**
Max Out : 86.08% | **95 Percentile Out: 34.31%**
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



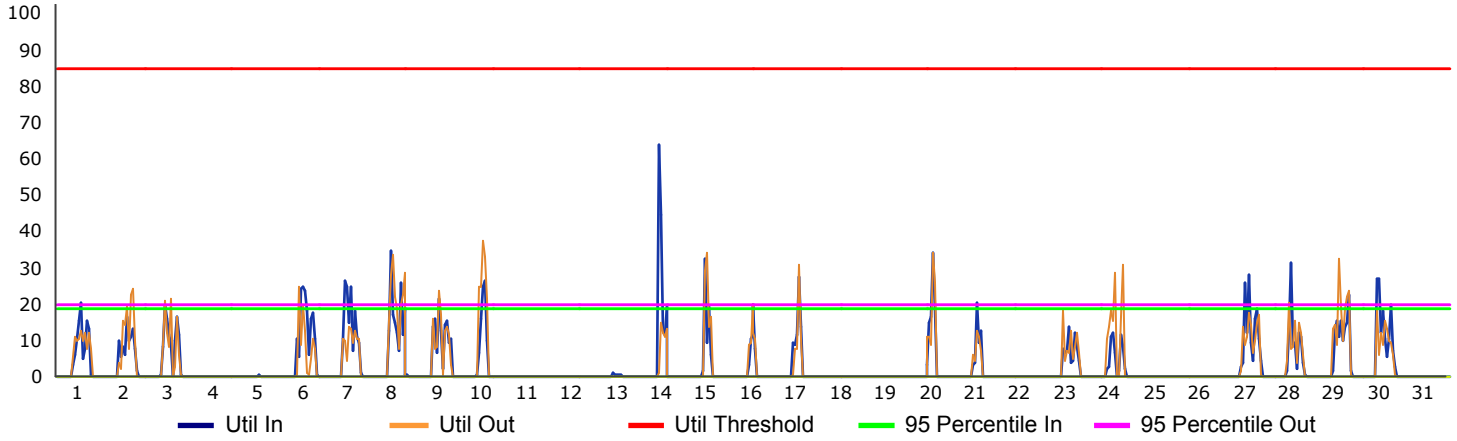
4 CIDB Negeri Melaka

Max In : 51.66% | **95 Percentile In: 15.37%**
Max Out : 68.23% | **95 Percentile Out: 21.66%**
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



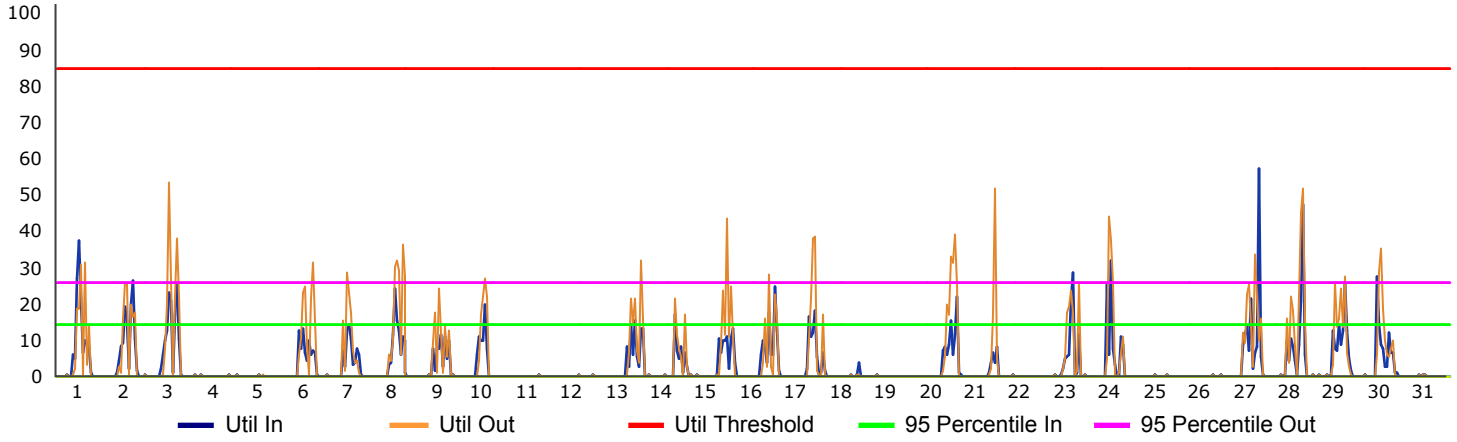
5 CIDB Negeri Pahang

Max In : 64.17% | **95 Percentile In: 18.98%**
Max Out : 37.44% | **95 Percentile Out: 19.76%**
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



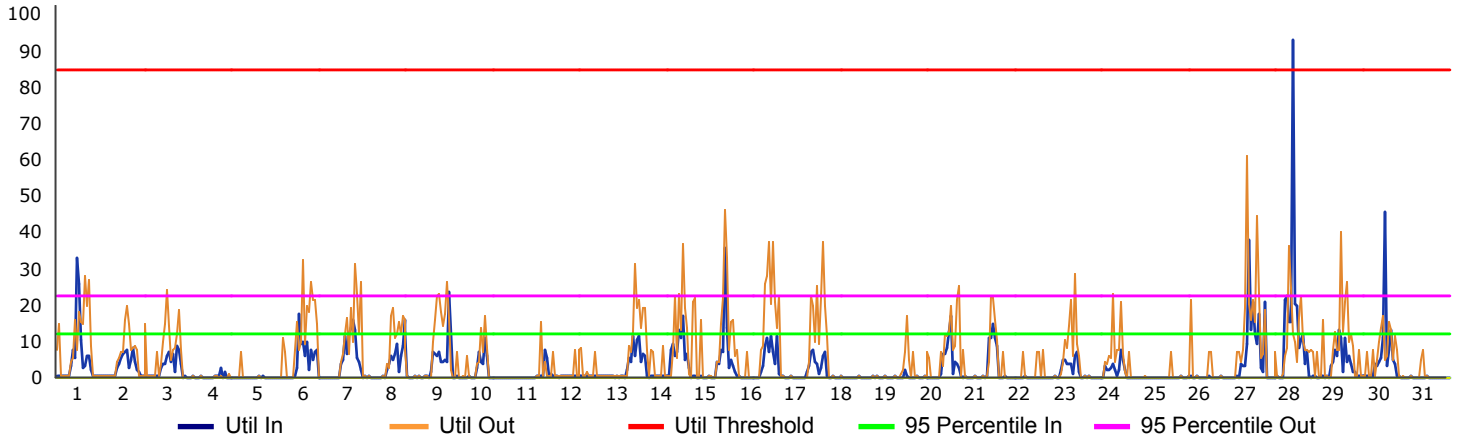
6 CIDB Negeri Perak

Max In : 57.54% | **95 Percentile In: 14.47%**
Max Out : 53.54% | **95 Percentile Out: 25.87%**
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



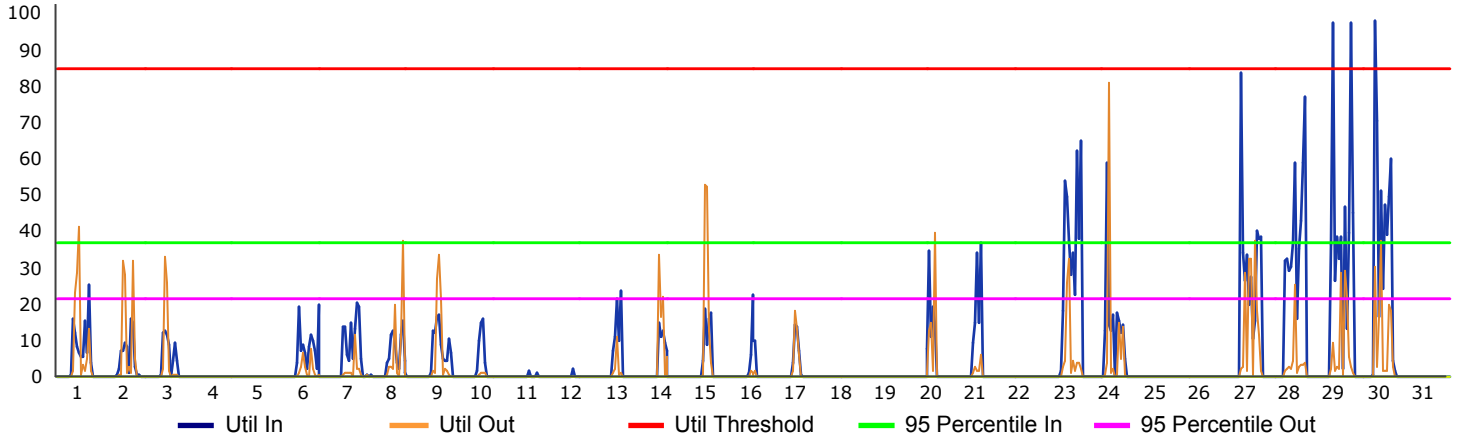
7 CIDB Negeri Pulau Pinang

Max In : 93.31% | **95 Percentile In: 12.00%**
Max Out : 61.03% | **95 Percentile Out: 22.73%**
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



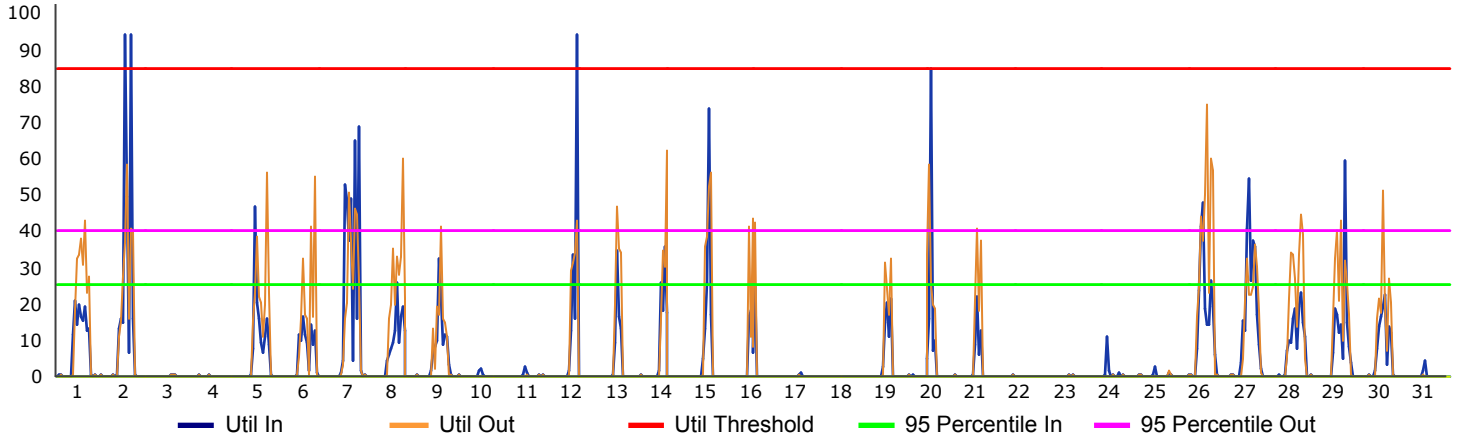
8 CIDB Negeri Sabah

Max In : 98.11% | **95 Percentile In: 37.16%**
Max Out : 80.69% | **95 Percentile Out: 21.52%**
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



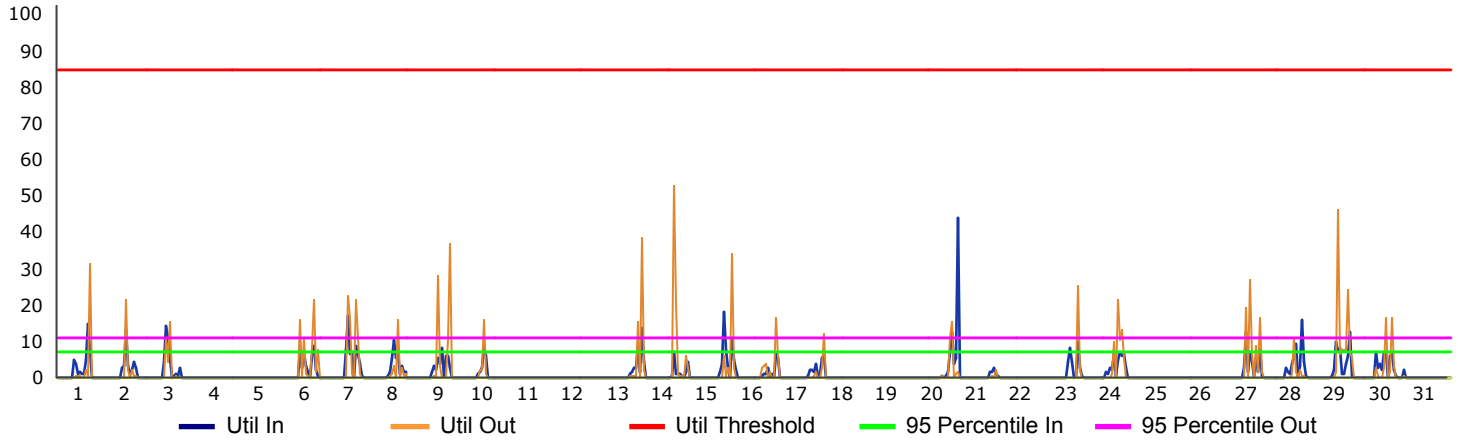
9 CIDB Negeri Terengganu

Max In : 94.25% | **95 Percentile In: 25.66%**
Max Out : 74.63% | **95 Percentile Out: 40.43%**
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



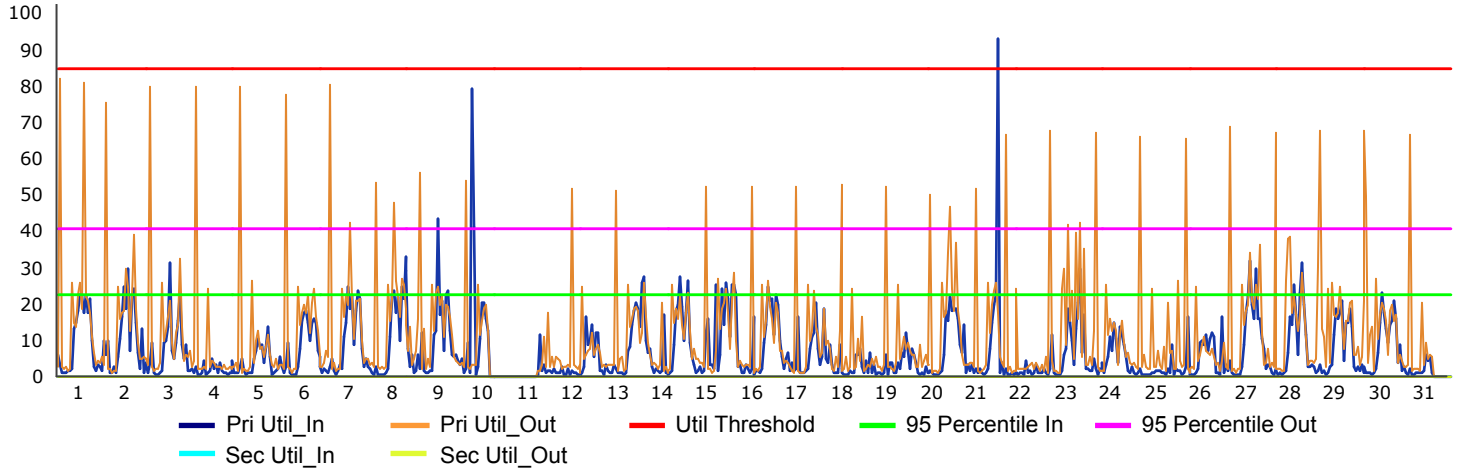
10 CIDB Tawau

Max In : 43.86% | **95 Percentile In: 7.22%**
Max Out : 52.91% | **95 Percentile Out: 10.99%**
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



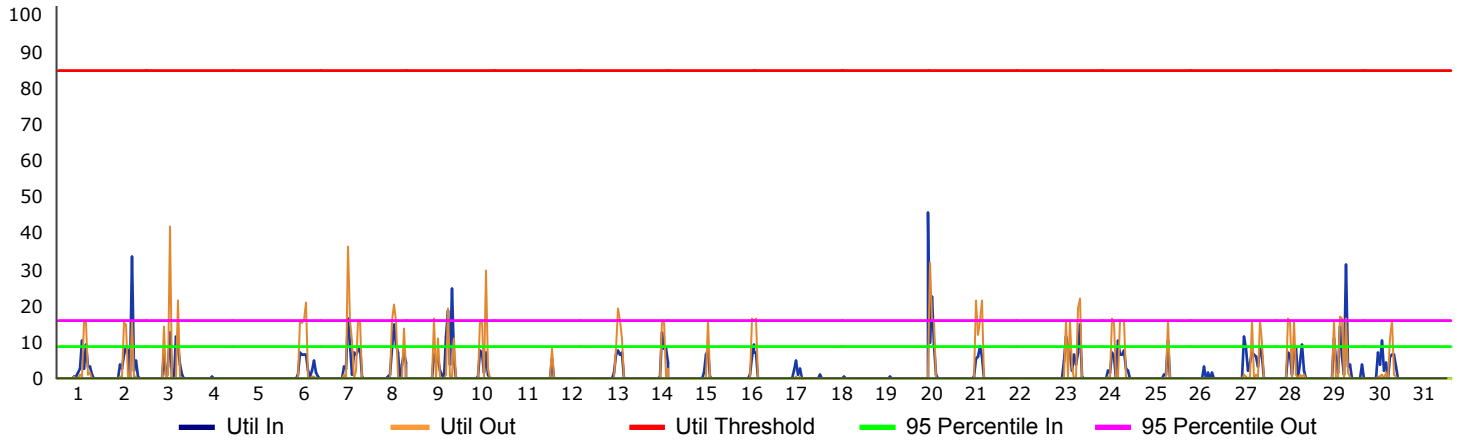
11 Ibu Pejabat CIDB

Max In : 93.05% | **95 Percentile In: 22.89%**
Max Out : 81.87% | **95 Percentile Out: 40.98%**
Technology : IPME , Speed : 20,000 Kbps , SLG : 99.9%



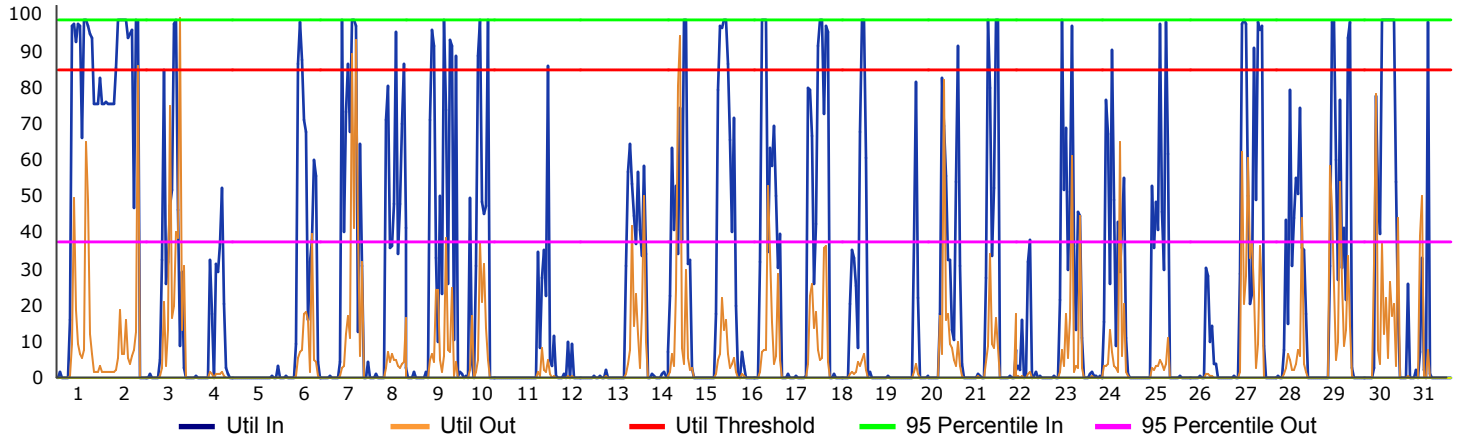
12 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu

Max In : 45.95% | **95 Percentile In: 9.11%**
Max Out : 42.13% | **95 Percentile Out: 16.26%**
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



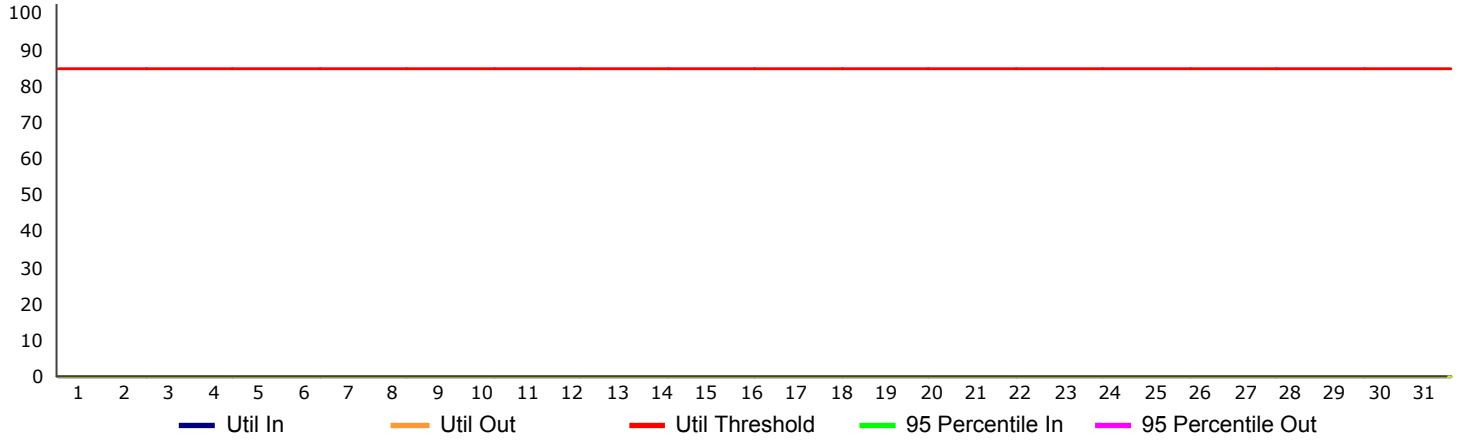
13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan

Max In : 98.75% | **95 Percentile In: 98.39%**
Max Out : 98.93% | **95 Percentile Out: 37.60%**
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



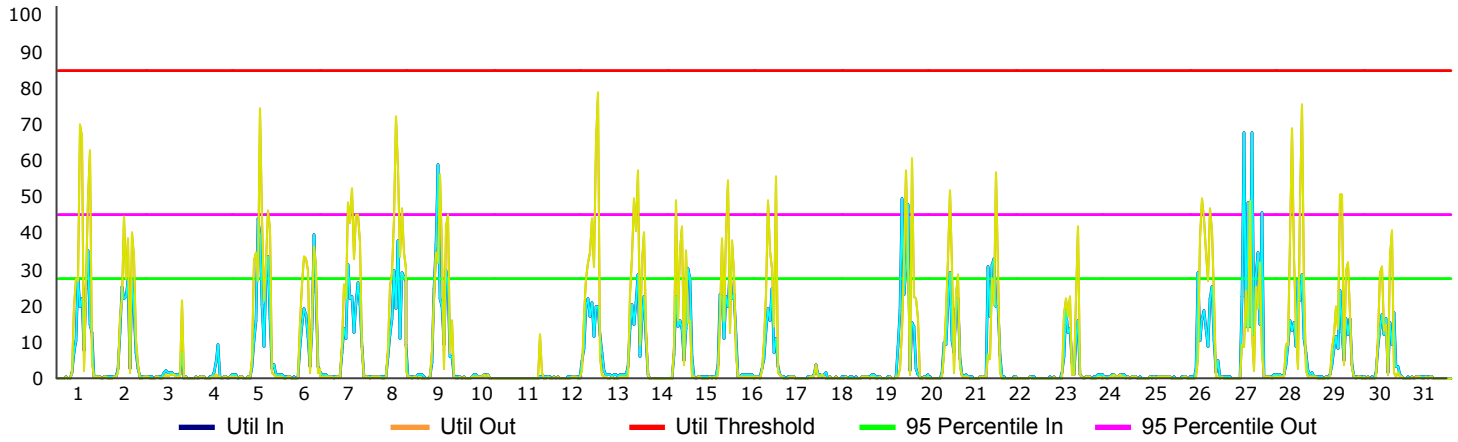
14 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur

Max In : 0.07% | **95 Percentile In: 0.04%**
Max Out : 0.18% | **95 Percentile Out: 0.03%**
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



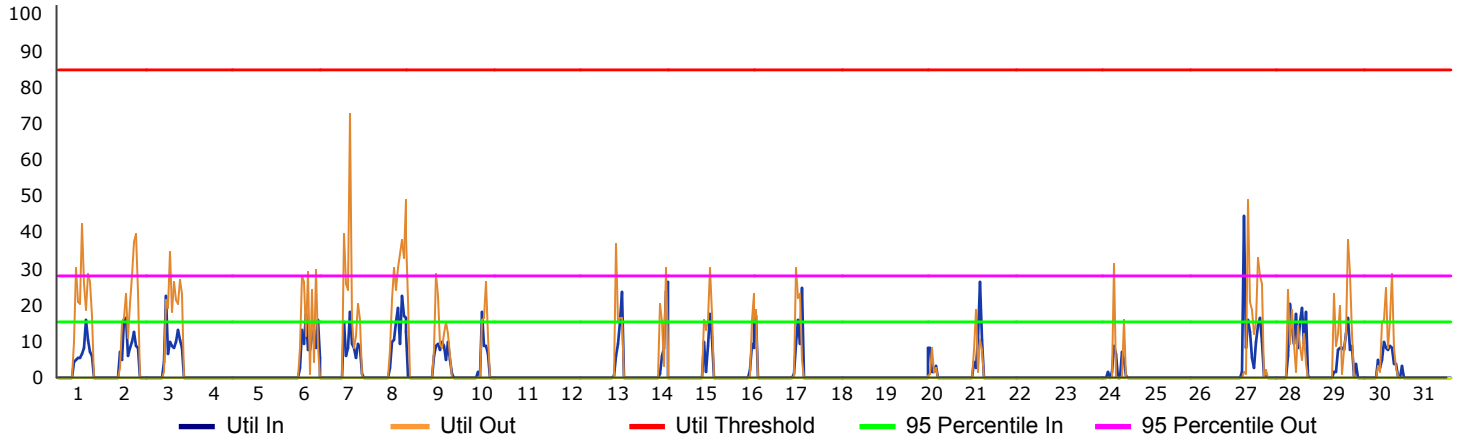
15 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor

Max In : 67.82% | **95 Percentile In: 27.49%**
Max Out : 78.66% | **95 Percentile Out: 45.22%**
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



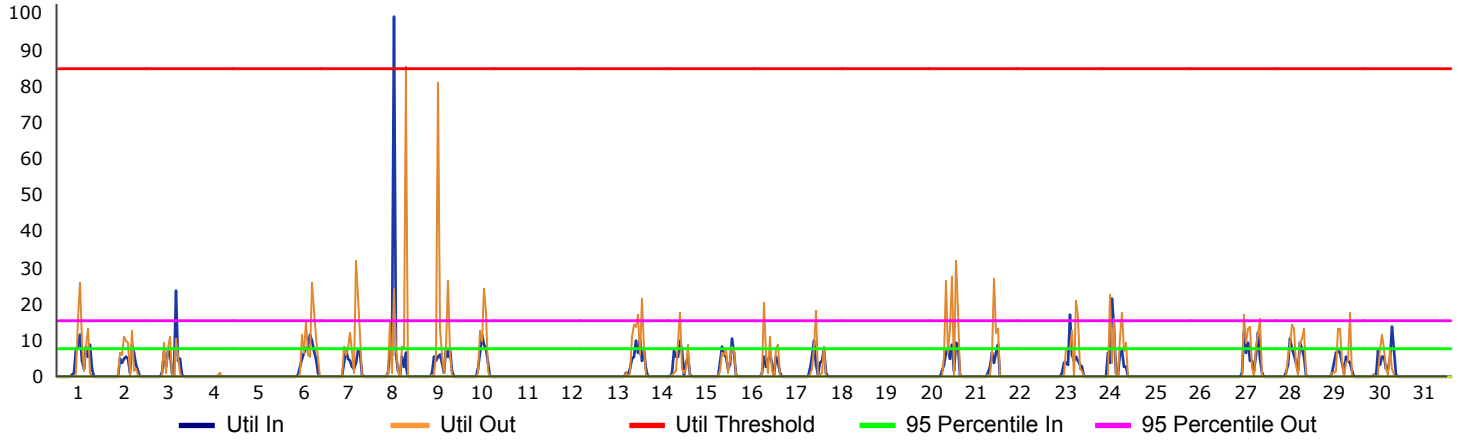
16 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis

Max In : 44.82% | **95 Percentile In: 15.74%**
Max Out : 72.85% | **95 Percentile Out: 28.08%**
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



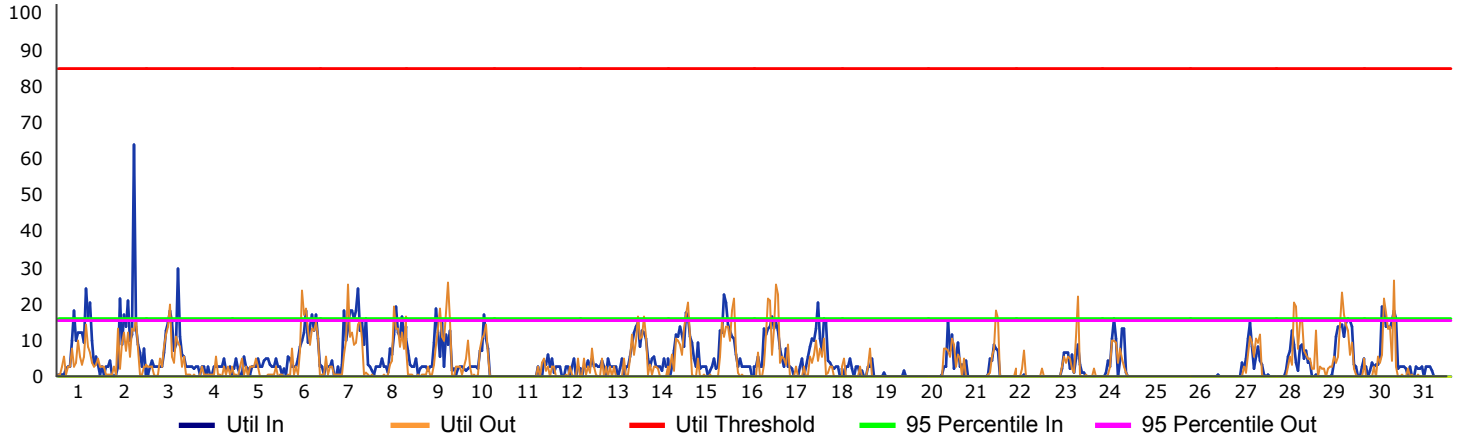
17 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak

Max In : 99.28% | **95 Percentile In: 7.91%**
Max Out : 85.09% | **95 Percentile Out: 15.26%**
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



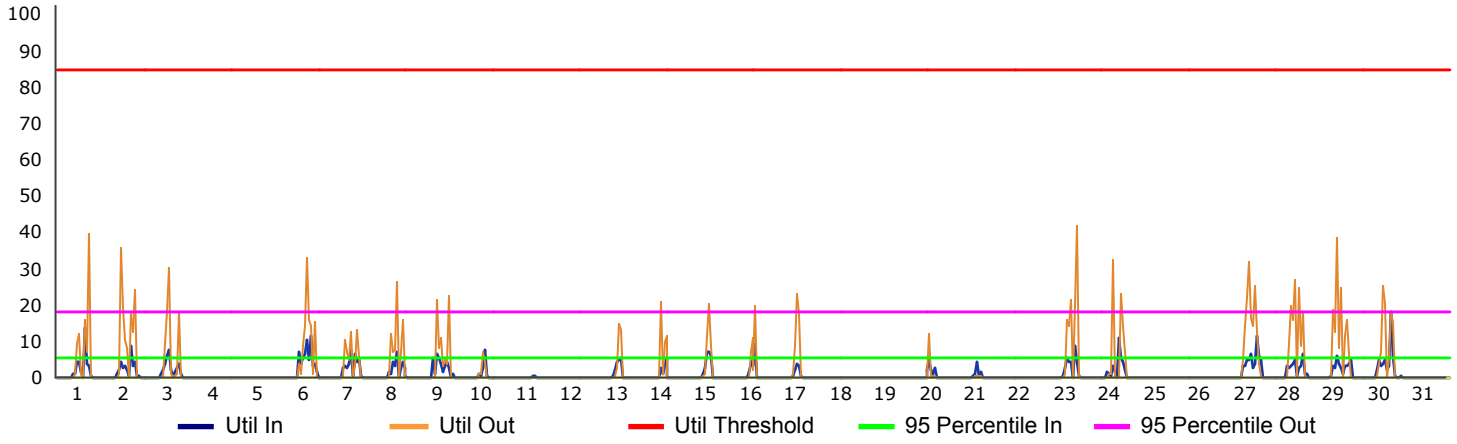
18 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor

Max In : 64.18% | **95 Percentile In: 15.94%**
Max Out : 26.28% | **95 Percentile Out: 15.30%**
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



19 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan

Max In : 18.44% | **95 Percentile In: 5.65%**
Max Out : 42.09% | **95 Percentile Out: 18.49%**
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%



20 Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia

Max In : 21.22% | **95 Percentile In: 9.43%**
Max Out : 93.75% | **95 Percentile Out: 67.11%**
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%