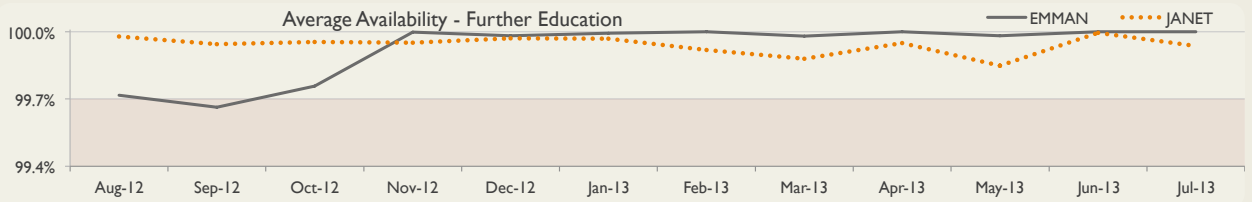


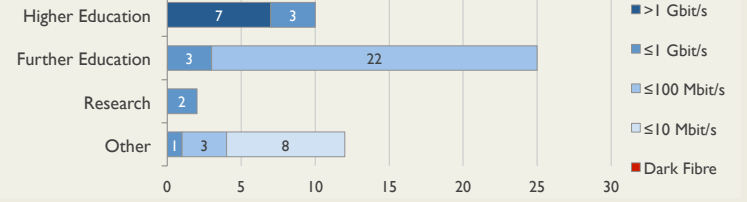
Summary Statistics for EMMAN

Service Reliability

The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



Connections in EMMAN by Bandwidth

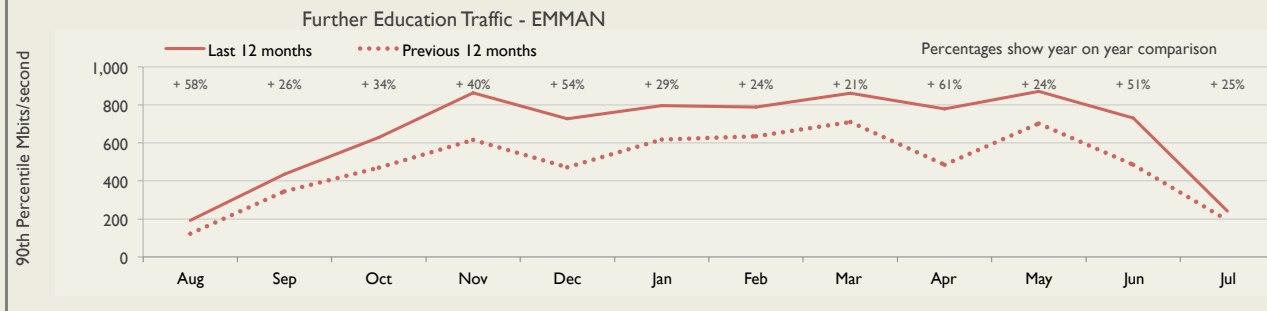


Average Availability of FE Services in EMMAN				Average Availability of FE Services in Janet			
Jul 2013	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jul 2013	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.92%	410	99.94%	28	99.94%	309
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 54m		0.70		4h 54m		0.94	
Based on 35 faults over the last 24 months				Based on 877 faults over the last 24 months			

Bilborough Sixth Form College	99.63%
Derby College, Joseph Wright Centre	99.67%
Leicester College	99.59%
New College Stamford	99.66%

Connection Usage

Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



Usage by Connection - % of Available Bandwidth at 90th Percentile

