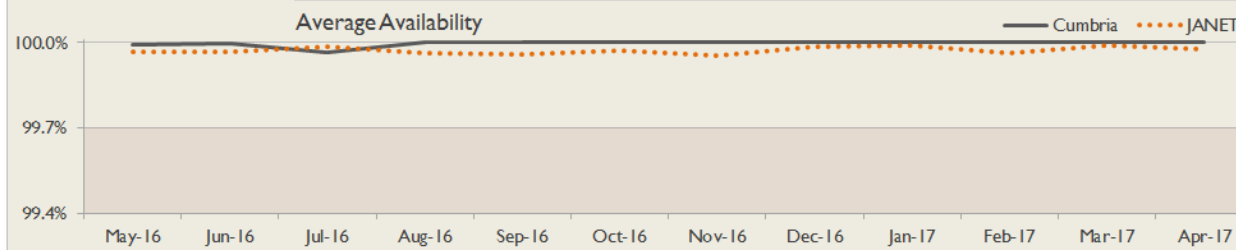# janet

Cumbria Service Report

April 2017

Jisc

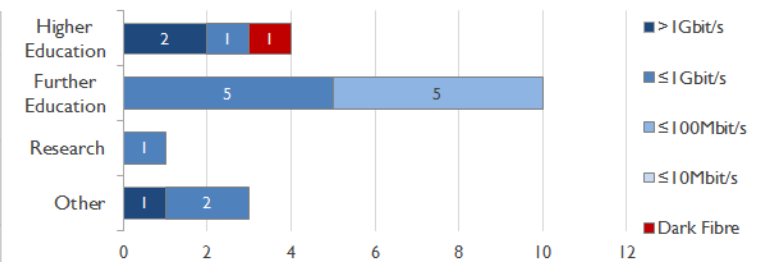## Service Reliability

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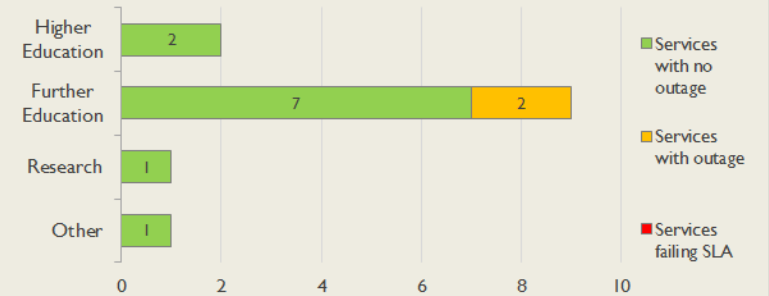
Average Availability

Legend: Cumbria, JANET

Connections in Cumbria by Contractual Bandwidth

Legend: > 1Gbit/s, ≤ 1Gbit/s, ≤ 100Mbit/s, ≤ 10Mbit/s, Dark Fibre

- Higher Education: 2 (>1Gbit/s), 1 (≤1Gbit/s), 1 (Dark Fibre)
- Further Education: 5 (≤1Gbit/s), 5 (≤100Mbit/s)
- Research: 1 (≤1Gbit/s)
- Other: 1 (>1Gbit/s), 2 (≤1Gbit/s)

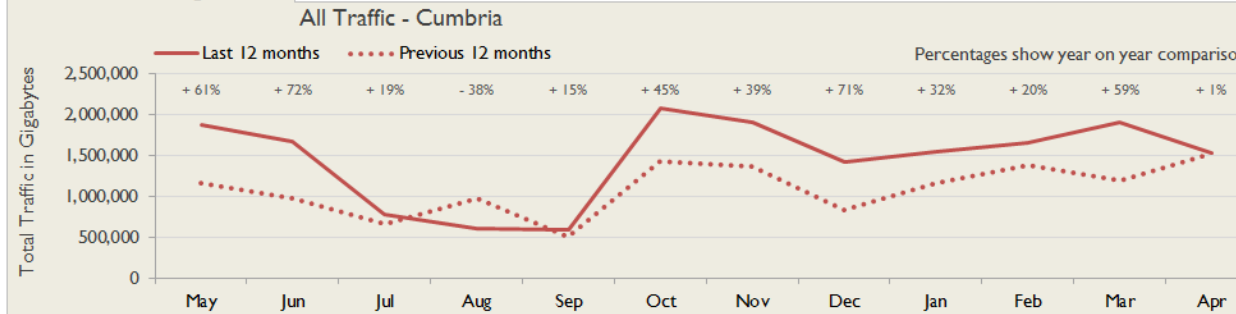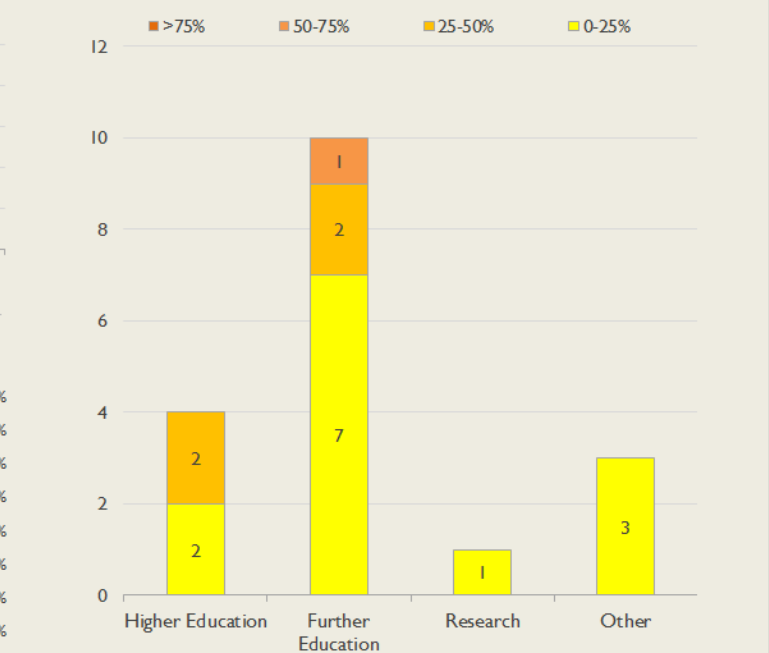| Average Availability of All Services in Cumbria				Average Availability of All Services in Janet			
Apr 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Apr 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	20	99.97%	11	99.97%	158
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 55m		0.20		6h 30m		0.45	
Based on 6 faults over the last 24 months				Based on 988 faults over the last 24 months			

NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Cumbria Service Outages - Last 12 Months

Legend: Services with no outage, Services with outage, Services failing SLA

- Higher Education: 2 (no outage)
- Further Education: 7 (no outage), 2 (outage)
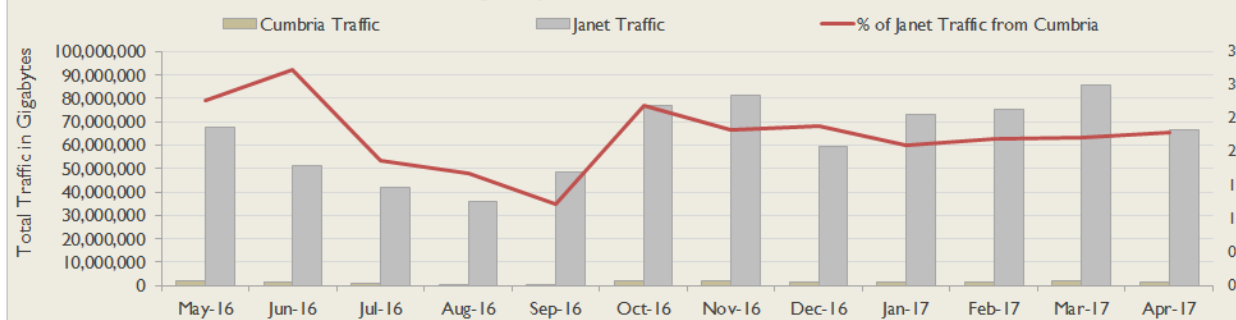- Research: 1 (no outage)
- Other: 1 (no outage)

Connection Usage

Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted

All Traffic - Cumbria

Legend: Last 12 months, Previous 12 months

Percentages show year on year comparison

+ 61% + 72% + 19% - 38% + 15% + 45% + 39% + 71% + 32% + 20% + 59% + 1%

(Total Traffic in Gigabytes; months May through Apr)

Cumbria Traffic Against Janet Traffic

Legend: Cumbria Traffic, Janet Traffic, % of Janet Traffic from Cumbria

(Total Traffic in Gigabytes; May-16 through Apr-17)

% Utilisation of Available Contractual Bandwidth at 90th Percentile

Legend: >75%, 50-75%, 25-50%, 0-25%

- Higher Education: 2 (0-25%), 2 (25-50%)
- Further Education: 7 (0-25%), 2 (25-50%), 1 (50-75%)
- Research: 1 (0-25%)
- Other: 3 (0-25%)

Service Availability

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

Periods of scheduled and emergency maintenance are discounted when calculating availability of services

Monthly and annual availabilities falling below 99.7% are highlighted

* Service has resilience - where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted agenst its availability figures

Service	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	12 Month Rolling Availability
Askham Bryan College, Penrith Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Beaumont College - A Scope College	99.91%	99.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
Carlisle College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Create Technologies Ltd							100%	100%	100%	100%	100%	100%	<12 Months
Cybermoor Service Limited, Network Rail Telecom						100%	100%	100%	100%	100%	100%	100%	<12 Months
Furness College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Furness College, Barrow-in-Furness Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kendal College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lakes College West Cumbria *	100%	100%	99.52%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Lancashire County Council, Interconnect *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lancaster and Morecambe College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, CEH, Lancaster	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Blackpool Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Cumbria *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Lancaster *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Connection outages for current month

Maintenance outages are included in this table - only unscheduled maintenance is counted against availability.

Some of the outages reported below are on circuits which are not connected through the selected region - they appear in the table because they are part of a service whose primary connection does belong to this region.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Furness College	15/04/2017 13:20	15/04/2017 23:59	00:00	10:39	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Furness College	16/04/2017 00:00	16/04/2017 10:04	00:00	10:04	Customer Scheduled Maintenance	Customer scheduled maintenance
Create Technologies Ltd	21/04/2017 14:07	21/04/2017 14:29	00:00	00:22	Unknown reason for outage	Unknown