

janet

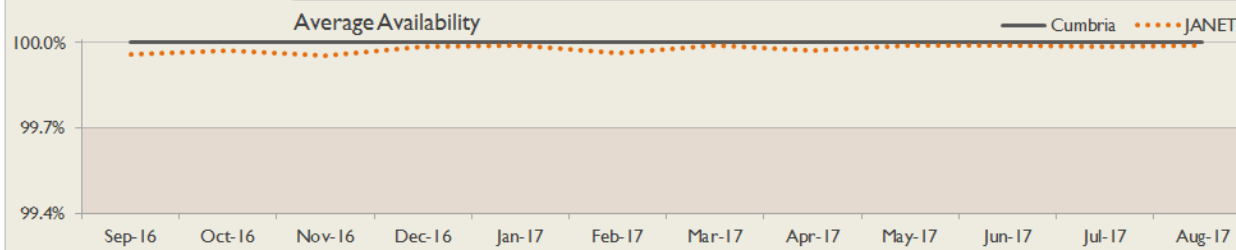
Cumbria Service Report

August 2017

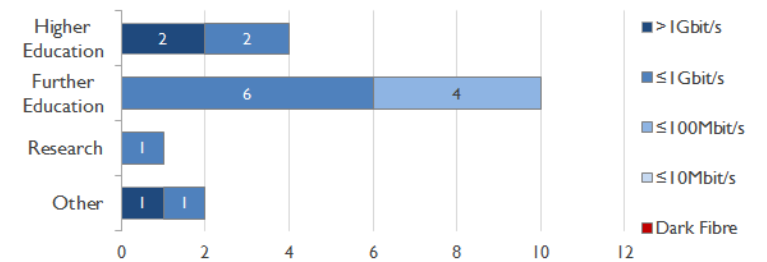


**Service Reliability**

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

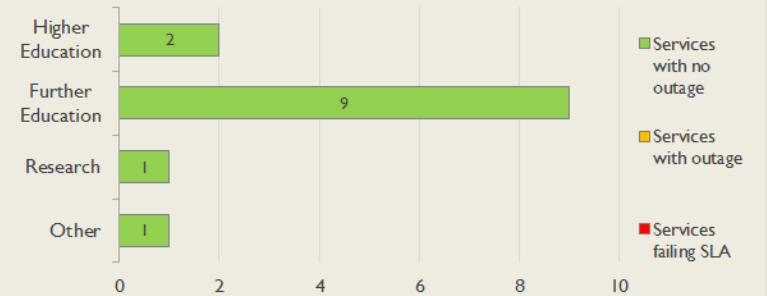


**Connections in Cumbria by Contractual Bandwidth**



| Average Availability of All Services in Cumbria |  |                                     |  | Average Availability of All Services in Janet |  |                                     |  |
|---|--|-------------------------------------|--|---|--|-------------------------------------|--|
| Aug 2017  | Equivalent Unavailability in Minutes per Service | 12 Months Rolling                   | Equivalent Unavailability in Minutes per Service | Aug 2017                                      | Equivalent Unavailability in Minutes per Service | 12 Months Rolling                   | Equivalent Unavailability in Minutes per Service |
| 100%  | 0  | 100%                                | 0  | >99.99%                                       | 4  | 99.98%                              | 130  |
| Mean Time to Repair                             |  | Average Faults per Service per Year |  | Mean Time to Repair                           |  | Average Faults per Service per Year |  |
| 5h 07m  |  | 0.18                                |  | 5h 51m  |  | 0.48                                |  |
| Based on 5 faults over the last 24 months       |  |                                     |  | Based on 1058 faults over the last 24 months  |  |                                     |  |

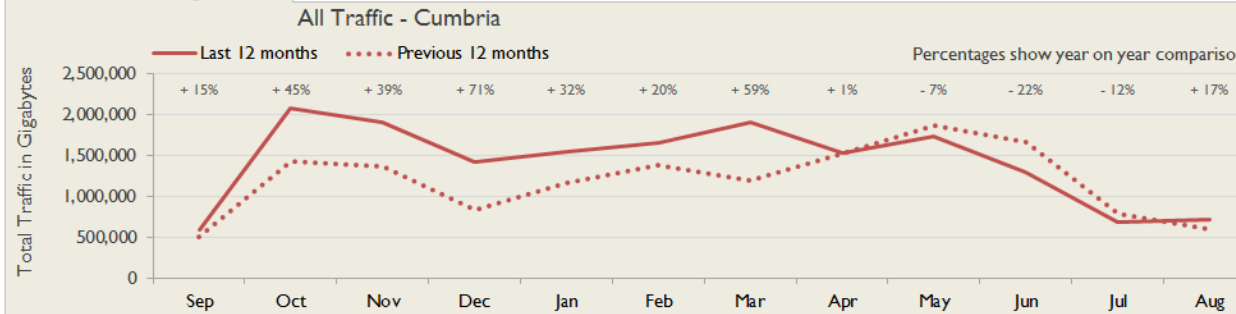
**Cumbria Service Outages - Last 12 Months**



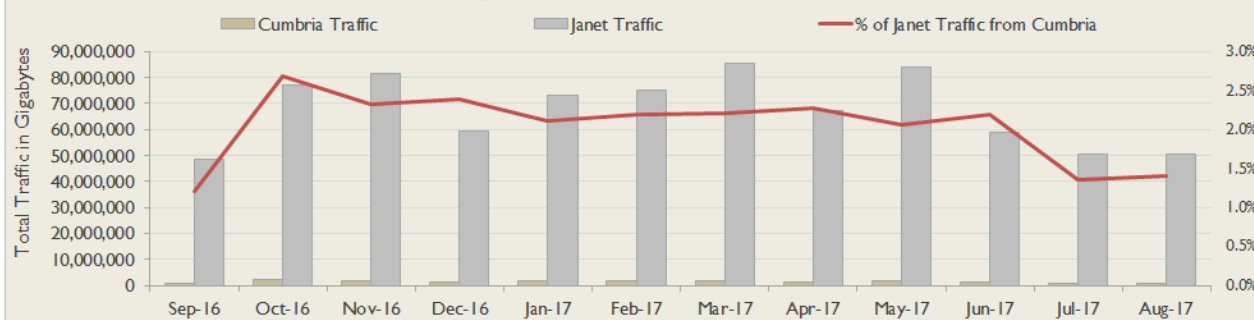
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

**Connection Usage**

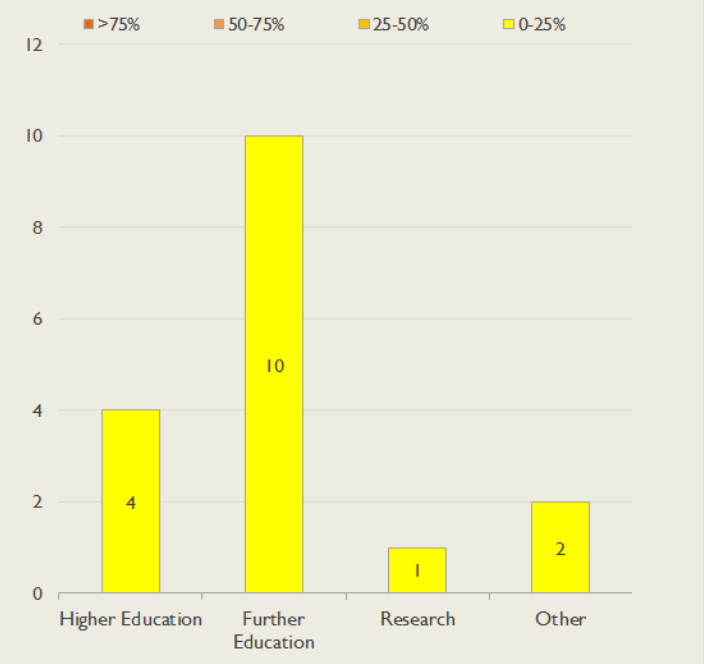
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



**Cumbria Traffic Against Janet Traffic**



**% Utilisation of Available Contractual Bandwidth at 90th Percentile**



## 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 against its availability figures

| Service   | Sep 16 | Oct 16 | Nov 16 | Dec 16 | Jan 17 | Feb 17 | Mar 17 | Apr 17 | May 17 | Jun 17 | Jul 17 | Aug 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                    | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%                          |
| Create Technologies Ltd                               |        |        | 100%   | 100%   | 100%   | 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%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%                          |
| 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%                          |
| NCG, Carlisle College                                 | 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            |
|--------------------------------------|---------------------|-------------------|---------------|----------------|--------------------------------|------------------------|
| Beaumont College - A Scope College   | 24/08/2017 08:49    | 24/08/2017 14:58  | 00:00         | 06:09          | Customer Emergency Maintenance | Power maintenance      |
| Beaumont College - A Scope College   | 24/08/2017 15:24    | 24/08/2017 15:50  | 00:00         | 00:26          | Customer Emergency Maintenance | Power maintenance      |
| Beaumont College - A Scope College   | 25/08/2017 11:50    | 25/08/2017 12:16  | 00:00         | 00:26          | Customer Emergency Maintenance | Power maintenance      |
| Askham Bryan College, Penrith Campus | 14/08/2017 13:29    | 14/08/2017 15:00  | 00:00         | 01:31          | Customer Scheduled Maintenance | Site power maintenance |