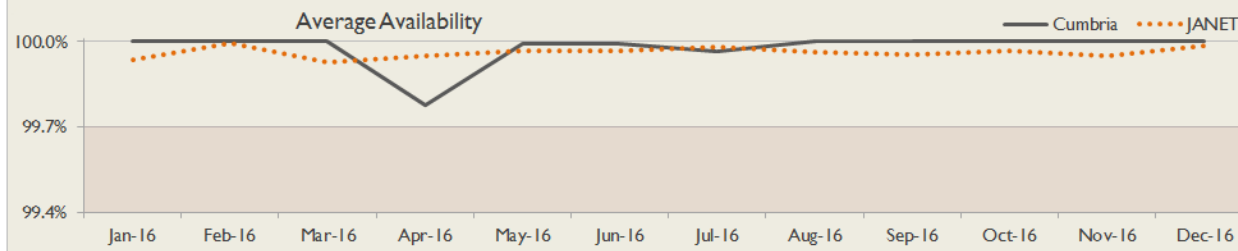# janet

Cumbria Service Report

December 2016

Jisc

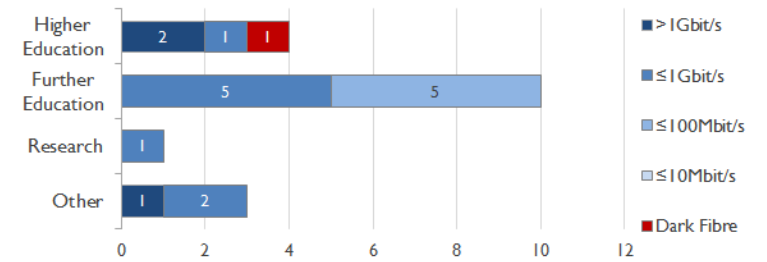## Service Reliability

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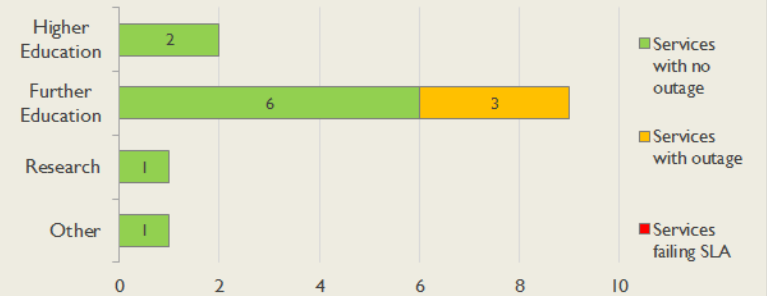
Average Availability

Legend: Cumbria, JANET

(Line chart: Y-axis from 99.4% to 100.0%, X-axis Jan-16 through Dec-16)

Connections in Cumbria by Contractual Bandwidth

(Horizontal bar chart)
- 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)

Legend:
- ■ >1Gbit/s
- ■ ≤1Gbit/s
- ■ ≤100Mbit/s
- □ ≤10Mbit/s
- ■ Dark Fibre

(X-axis: 0 to 12)

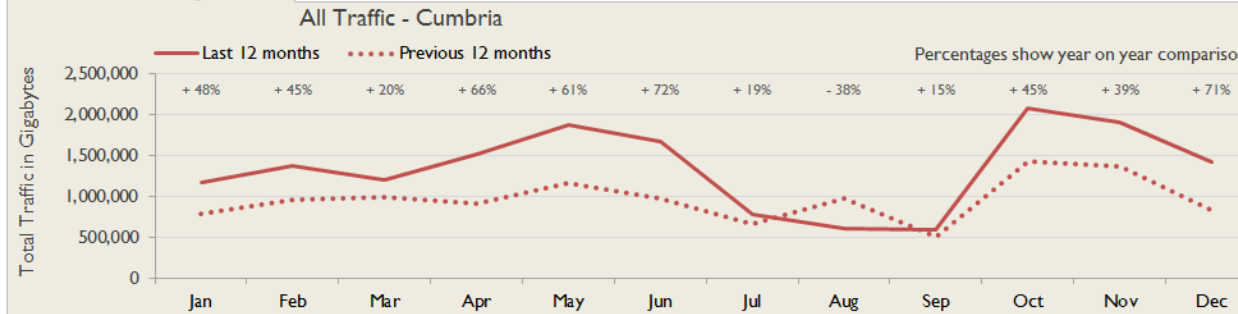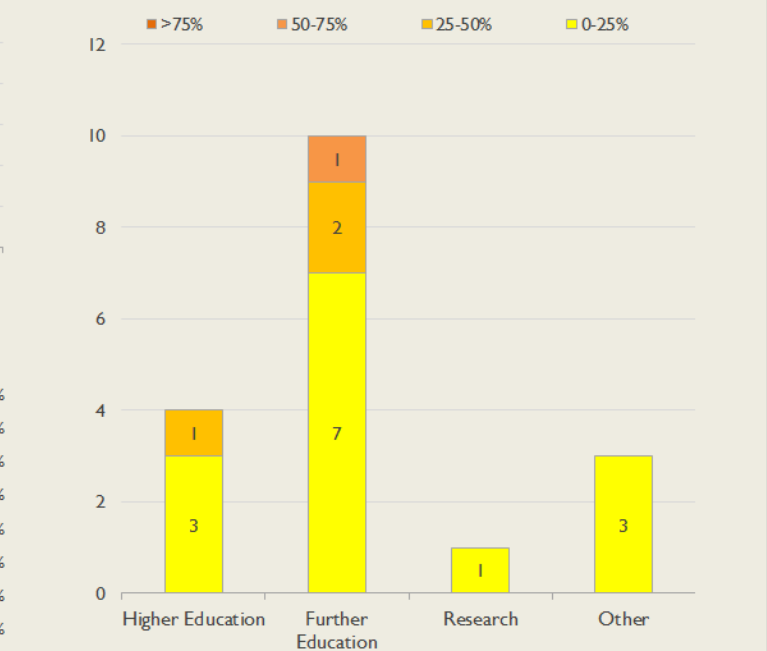| Average Availability of All Services in Cumbria				Average Availability of All Services in Janet			
Dec 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Dec 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.98%	115	99.98%	7	99.96%	203
Mean Time to Repair	Average Faults per Service per Year			Mean Time to Repair	Average Faults per Service per Year		
7h 18m	0.30			5h 59m	0.61		
Based on 9 faults over the last 24 months				Based on 1348 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

(Horizontal bar chart)
- Higher Education: 2 (no outage)
- Further Education: 6 (no outage), 3 (outage)
- Research: 1 (no outage)
- Other: 1 (no outage)

Legend:
- ■ Services with no outage
- ■ Services with outage
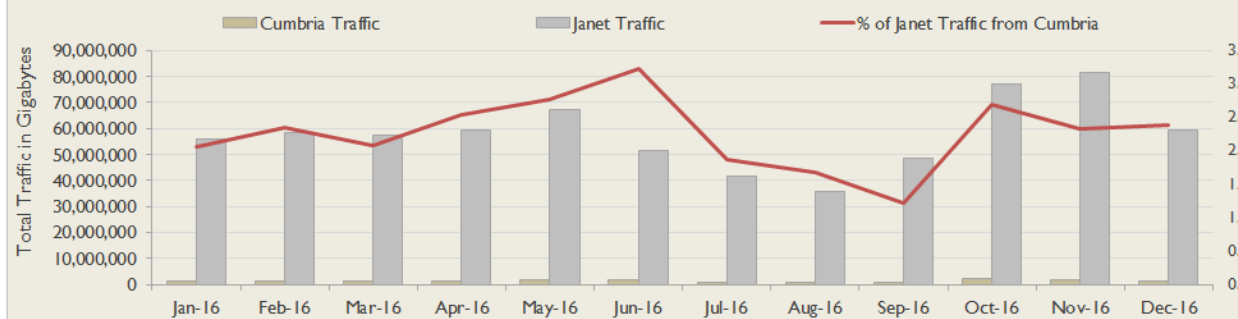- ■ Services failing SLA

(X-axis: 0 to 10)

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

+ 48% + 45% + 20% + 66% + 61% + 72% + 19% - 38% + 15% + 45% + 39% + 71%

(Line chart: Y-axis Total Traffic in Gigabytes 0 to 2,500,000, X-axis Jan to Dec)

% Utilisation of Available Contractual Bandwidth at 90th Percentile

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

(Stacked bar chart, Y-axis 0 to 12)
- Higher Education: 3 (0-25%), 1 (25-50%) — total 4
- Further Education: 7 (0-25%), 2 (25-50%), 1 (>75%) — total 10
- Research: 1 (0-25%)
- Other: 3 (0-25%)

Cumbria Traffic Against Janet Traffic

Legend: ■ Cumbria Traffic ■ Janet Traffic — % of Janet Traffic from Cumbria

(Bar and line chart: Left Y-axis Total Traffic in Gigabytes 0 to 90,000,000, Right Y-axis 0.0% to 3.5%, X-axis Jan-16 through Dec-16)

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 agasnt its availability figures

Service	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	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%	97.10%	99.91%	99.93%	100%	100%	100%	100%	100%	100%	99.75%
Carlisle College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Create Technologies Ltd										100%	100%		<12 Months
Cybermoor Service Limited, Network Rail Telecom										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%	99.52%	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%	99.96%	100%	100%	100%	100%	100%	100%	>99.99%
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
Lakes College West Cumbria, via Docklands	13/12/2016 07:00	13/12/2016 07:26	00:00	00:26	Regional Maintenance	Scheduled maintenance
University of Lancaster, Link 1	02/12/2016 13:30	02/12/2016 14:44	00:00	01:14	Denial of Service	DDoS
University of Lancaster, Link 2	02/12/2016 13:30	02/12/2016 14:44	00:00	01:14	Denial of Service	DDoS