

janet

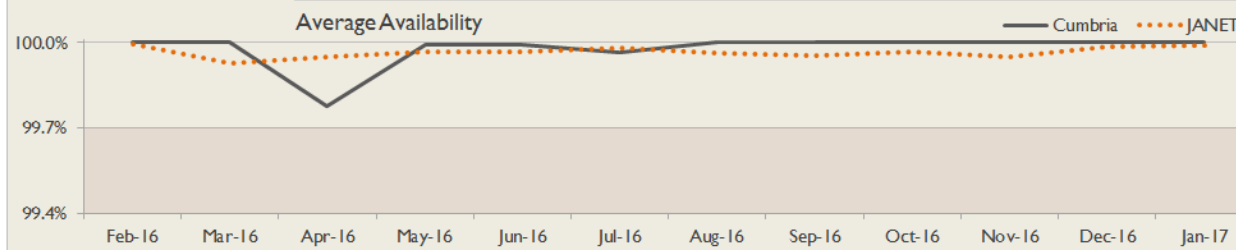
Cumbria Service Report

January 2017

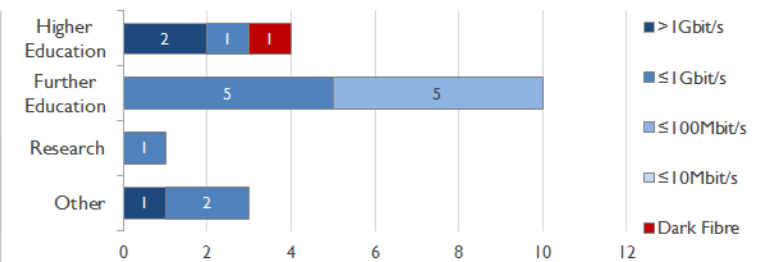


**Service Reliability**

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

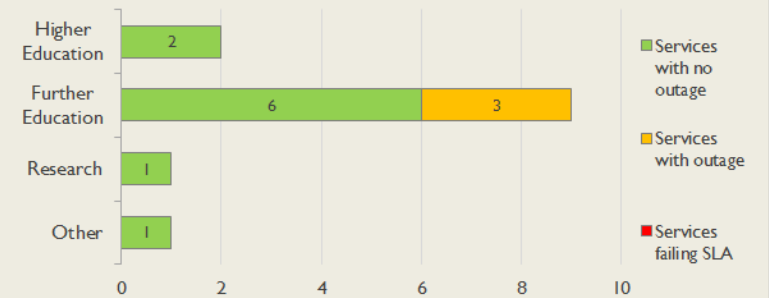


**Connections in Cumbria by Contractual Bandwidth**



Average Availability of All Services in Cumbria				Average Availability of All Services in Janet			
Jan 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jan 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.98%	114	99.99%	5	99.97%	182
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 57m		0.60	
Based on 9 faults over the last 24 months				Based on 1327 faults over the last 24 months			

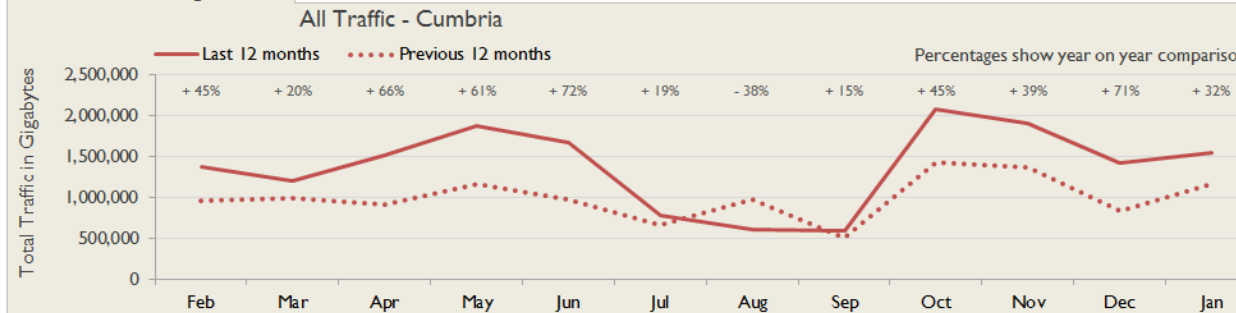
**Cumbria Service Outages - Last 12 Months**



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

**Connection Usage**

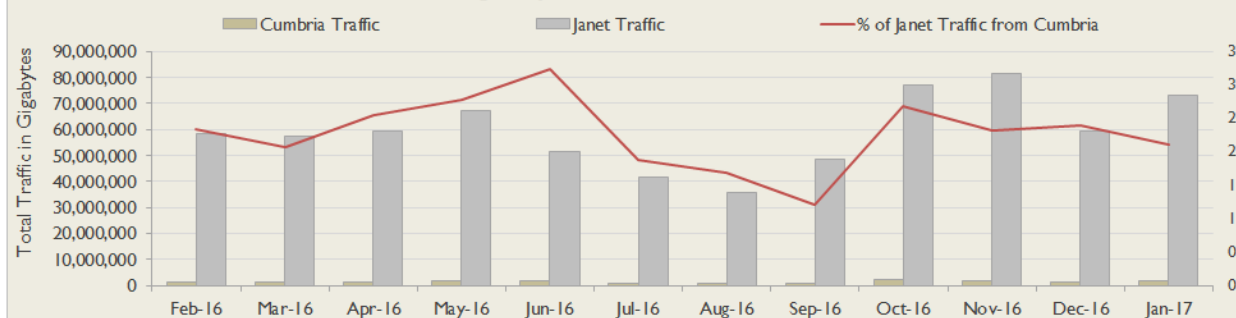
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



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



**Cumbria Traffic Against Janet Traffic**



## 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	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 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%	97.10%	99.91%	99.93%	100%	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%	100%	<12 Months
Cybermoor Service Limited, Network Rail Telecom									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%	99.52%	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%	99.96%	100%	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
University of Lancaster, Link 2	24/01/2017 06:54	24/01/2017 07:27	00:00	00:33	Customer Maintenance	Unscheduled customer maintenance