

janet

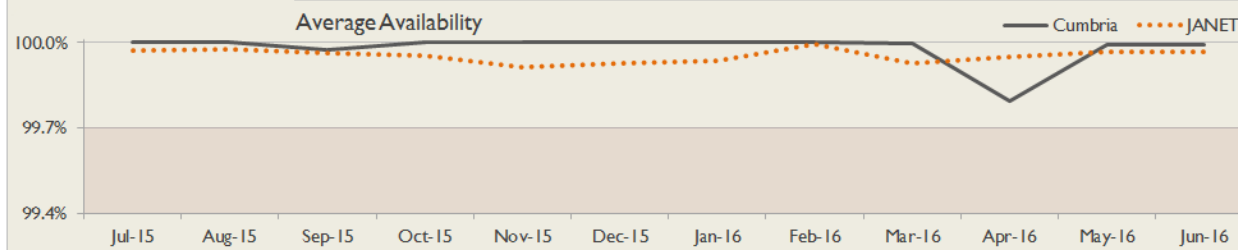
Cumbria Service Report

June 2016

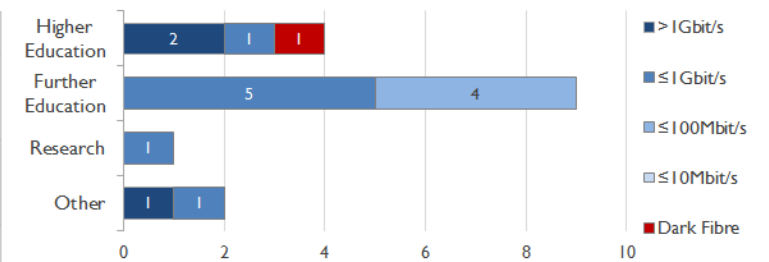


**Service Reliability**

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

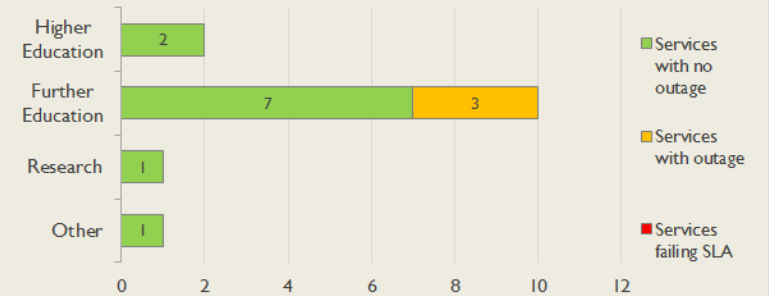


**Connections in Cumbria by Contractual Bandwidth**



Average Availability of All Services in Cumbria				Average Availability of All Services in Janet			
Jun 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jun 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	4	99.98%	104	99.97%	14	99.96%	233
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
<b>5h 20m</b>		<b>0.61</b>		<b>5h 39m</b>		<b>0.68</b>	
Based on 17 faults over the last 24 months				Based on 1508 faults over the last 24 months			

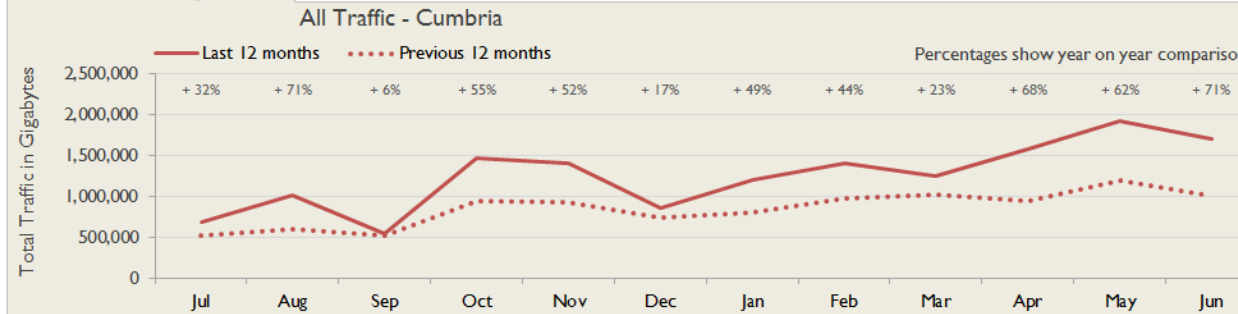
**Cumbria Service Outages - Last 12 Months**



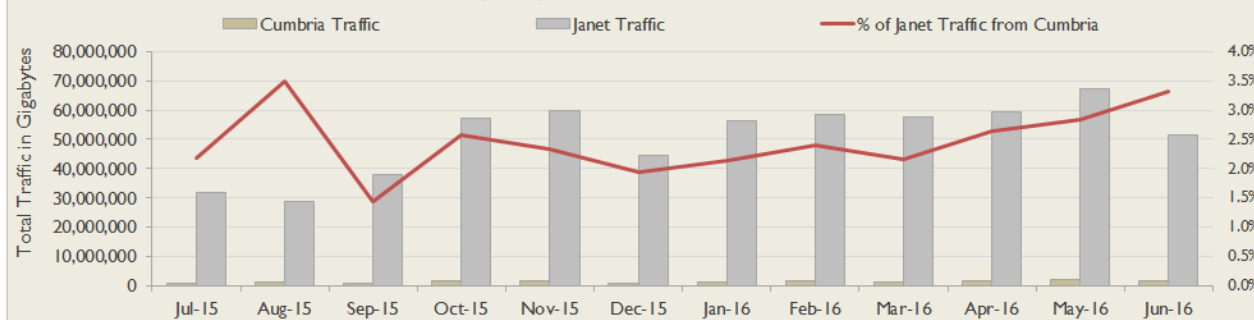
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

**Connection Usage**

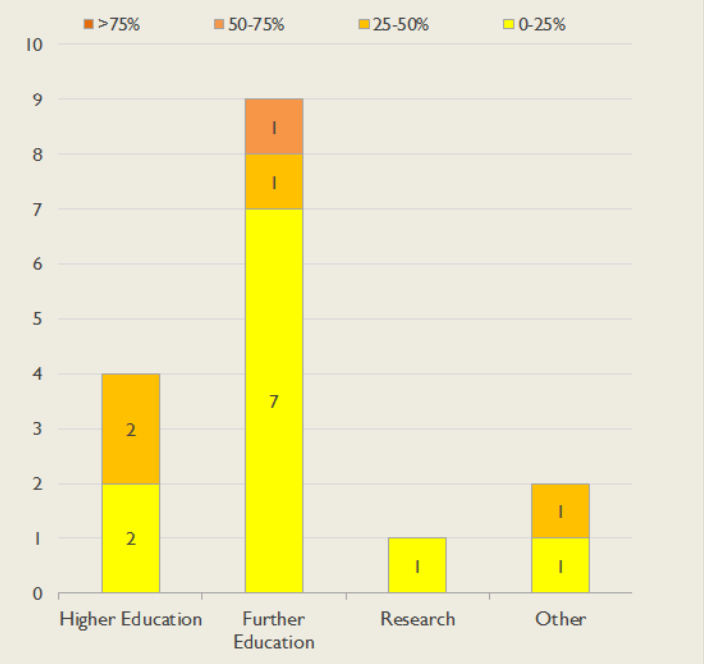
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



**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	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	12 Month Rolling Availability
Askham Bryan College, Penrith Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barrow-in-Furness Sixth Form College	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%	97.10%	99.91%	99.93%	99.75%
Carlisle College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Furness 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, Additional Connection	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	99.96%
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%	99.96%	>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
Beaumont College - A Scope College	02/06/2016 08:58	02/06/2016 09:29	00:00	00:31	Regional Environment	Tripped circuit breaker at the PoP
Beaumont College - A Scope College	13/06/2016 17:40	13/06/2016 18:44	01:04	00:00	Regional Equipment	Faulty circuit breaker at University of Cumbria PoP
Lancaster and Morecambe College	02/06/2016 11:14	02/06/2016 11:31	00:00	00:17	Telco Maintenance	Fibres disturbed when Telco were investigating different fault (174125)
Lancaster and Morecambe College	02/06/2016 11:47	02/06/2016 11:49	00:00	00:02	Telco Maintenance	Fibres disturbed when Telco were investigating different fault (174125)
University of Lancaster, Link I	02/06/2016 12:15	02/06/2016 12:49	00:00	00:34	Customer Maintenance	Customer emergency maintenance