

janet

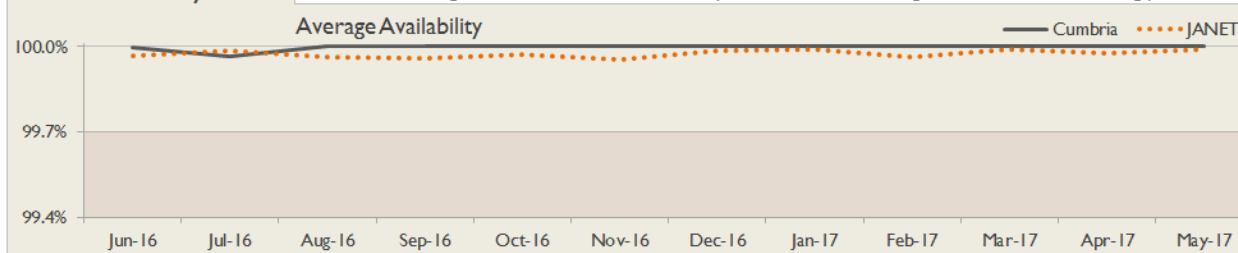
Cumbria Service Report

May 2017

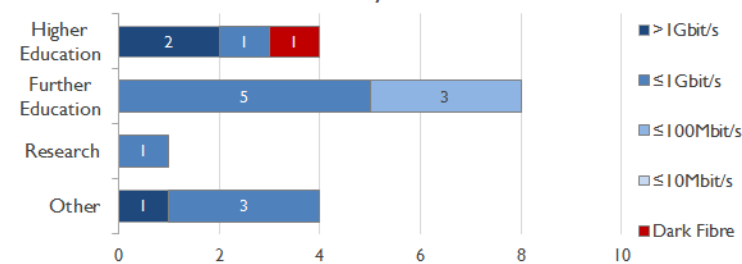


Service Reliability

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

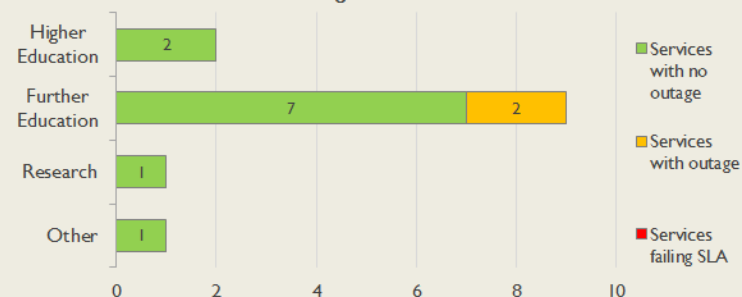


Connections in Cumbria by Contractual Bandwidth



Average Availability of All Services in Cumbria				Average Availability of All Services in Janet			
May 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	May 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	17	99.99%	5	99.97%	144
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 17m		0.47	
Based on 6 faults over the last 24 months				Based on 1029 faults over the last 24 months			

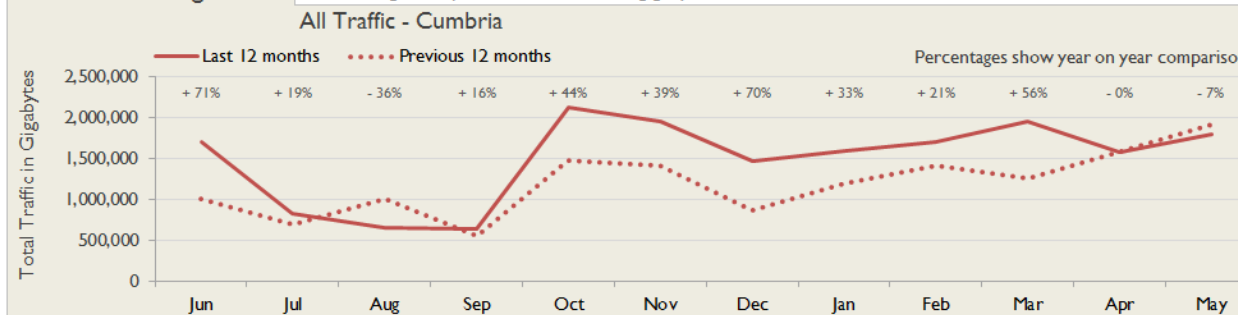
Cumbria Service Outages - Last 12 Months



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

Connection Usage

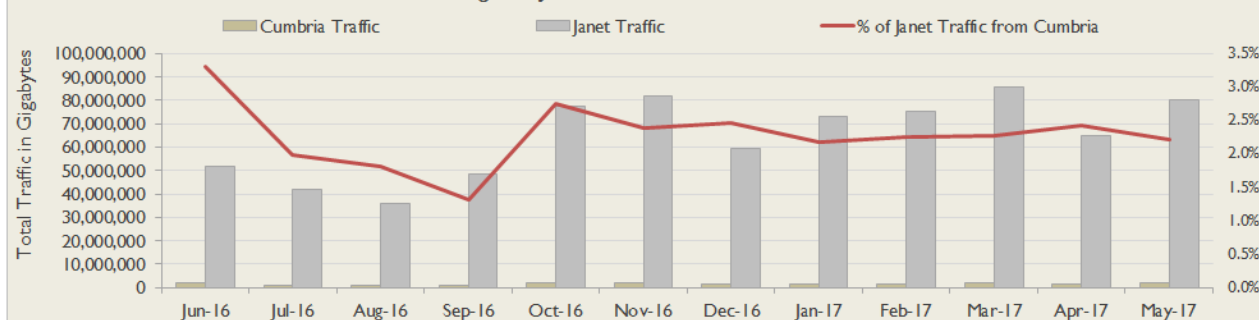
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 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	99.93%	100%	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%	100%	<12 Months
Cybermoor Service Limited, Network Rail Telecom					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%	99.52%	100%	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
Carlisle College	09/05/2017 07:04	09/05/2017 07:20	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
Furness College	16/05/2017 07:07	16/05/2017 07:27	00:00	00:20	Regional Network Scheduled Maintenance	Scheduled regional router upgrade
Kendal College	16/05/2017 07:07	16/05/2017 07:27	00:00	00:20	Regional Network Scheduled Maintenance	Scheduled regional router upgrade
Lakes College West Cumbria, via Carlisle	09/05/2017 07:04	09/05/2017 07:20	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
Lakes College West Cumbria, via Docklands	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Lancaster and Morecambe College	16/05/2017 07:07	16/05/2017 07:27	00:00	00:20	Regional Network Scheduled Maintenance	Scheduled regional router upgrade
Natural Environment Research Council, CEH, Lancaster	16/05/2017 07:07	16/05/2017 07:27	00:00	00:20	Regional Network	Scheduled regional router upgrade

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Scheduled Maintenance	
The Blackpool Sixth Form College	16/05/2017 07:07	16/05/2017 07:27	00:00	00:20	Regional Network Scheduled Maintenance	Scheduled regional router upgrade
The University of Cumbria, Carlisle	09/05/2017 07:04	09/05/2017 07:20	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
The University of Cumbria, Lancaster	16/05/2017 07:07	16/05/2017 07:27	00:00	00:20	Regional Network Scheduled Maintenance	Scheduled regional router upgrade
The University of Cumbria, Lancaster	20/05/2017 09:43	20/05/2017 09:57	00:00	00:14	Customer Scheduled Maintenance	Site hardware maintenance
University of Lancaster, Link 1	16/05/2017 07:07	16/05/2017 07:27	00:00	00:20	Regional Network Scheduled Maintenance	Scheduled regional router upgrade
University of Lancaster, Link 2	09/05/2017 07:04	09/05/2017 07:20	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
Lancashire County Council, Interconnect, Carlisle	16/05/2017 07:07	16/05/2017 07:27	00:00	00:20	Regional Network Scheduled Maintenance	Scheduled regional router upgrade
Askham Bryan College, Penrith Campus	09/05/2017 07:04	09/05/2017 07:20	00:00	00:16	Regional Network	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Scheduled Maintenance	
Cybermoor Service Limited, Network Rail Telecom	09/05/2017 07:04	09/05/2017 07:20	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
Create Technologies Ltd	09/05/2017 07:04	09/05/2017 07:20	00:00	00:16	Regional Network Scheduled Maintenance	Scheduled maintenance
Create Technologies Ltd	26/05/2017 23:51	27/05/2017 01:51	00:00	02:00	Customer Environment	Customer power issues