

janet

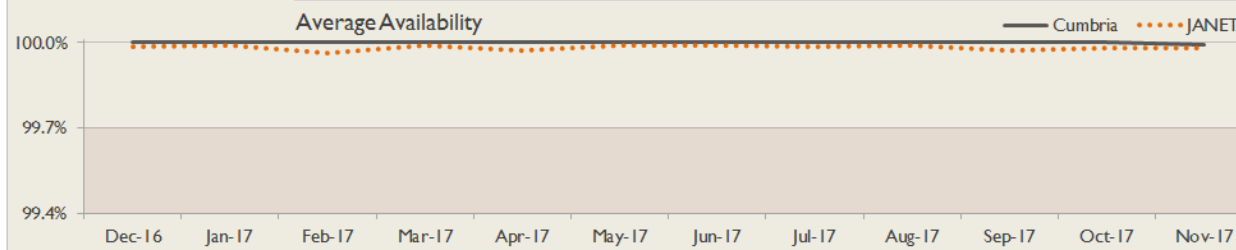
Cumbria Service Report

November 2017

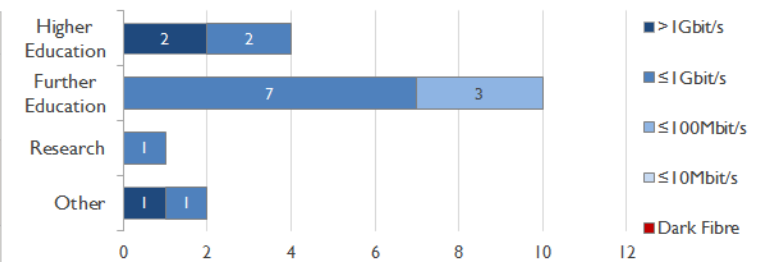


Service Reliability

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

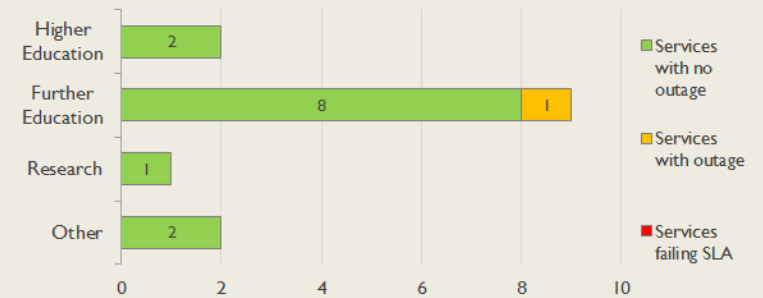


Connections in Cumbria by Contractual Bandwidth



Average Availability of All Services in Cumbria				Average Availability of All Services in Janet			
Nov 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Nov 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	3	>99.99%	3	99.98%	8	99.98%	97
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 23m		0.21		5h 50m		0.42	
Based on 6 faults over the last 24 months				Based on 953 faults over the last 24 months			

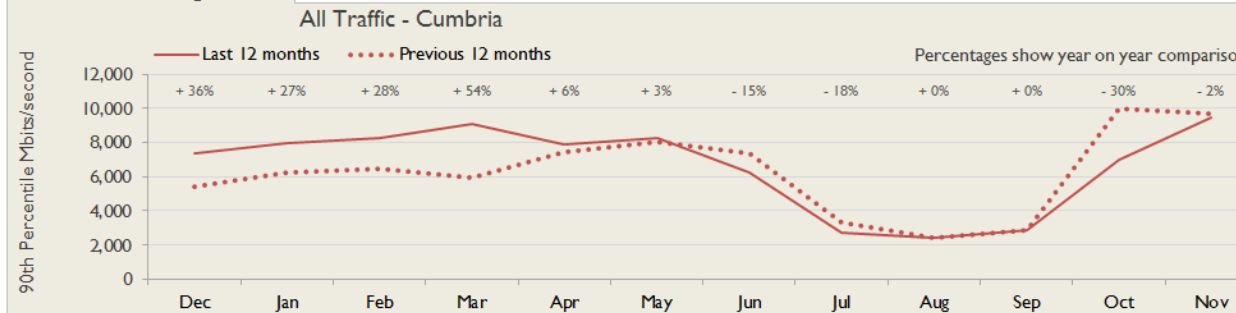
Cumbria Service Outages - Last 12 Months



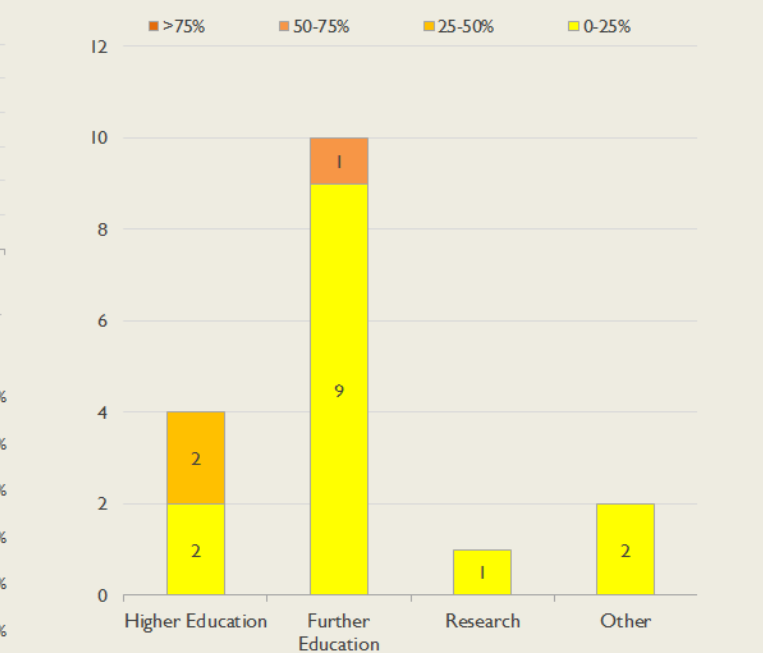
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

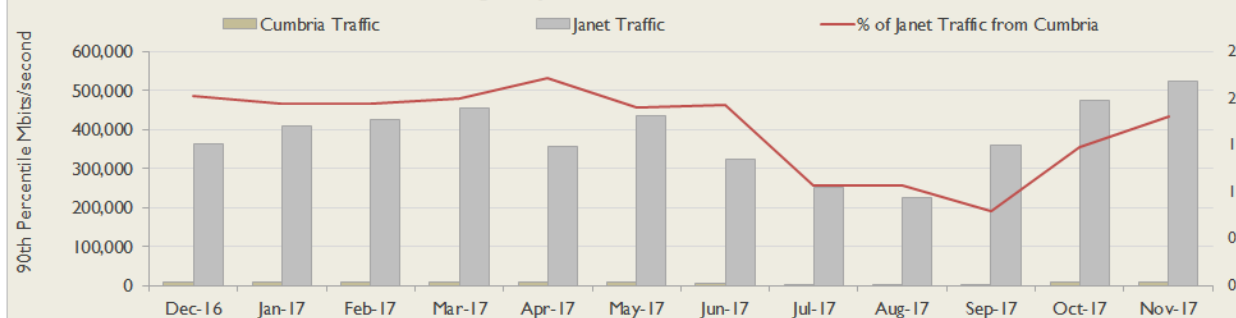
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% 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	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 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%	100%	100%	100%
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%	99.90%	>99.99%
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
Furness College, Barrow-in-Furness Sixth Form College	15/11/2017 03:51	15/11/2017 04:35	00:00	00:44	Telco Unscheduled Maintenance	Unscheduled maintenance
Lakes College West Cumbria, via Carlisle	11/11/2017 09:40	11/11/2017 13:32	00:00	03:52	Customer Scheduled Maintenance	Site maintenance UPS
Lakes College West Cumbria, via Docklands	11/11/2017 09:40	11/11/2017 13:32	00:00	03:52	Customer Scheduled Maintenance	Site maintenance UPS
Lancaster and Morecambe College	28/11/2017 11:08	28/11/2017 11:20	00:00	00:12	Customer Environment	Power outage
The University of Cumbria, Lancaster	06/11/2017 08:28	06/11/2017 08:38	00:00	00:10	Customer Equipment	Site equipment fault