

janet

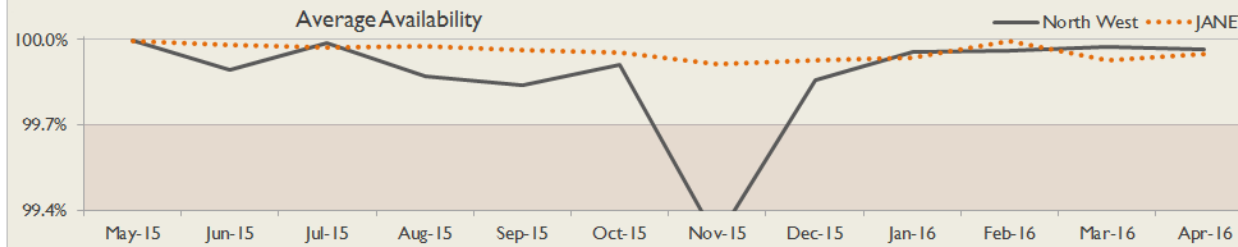
North West Service Report

April 2016

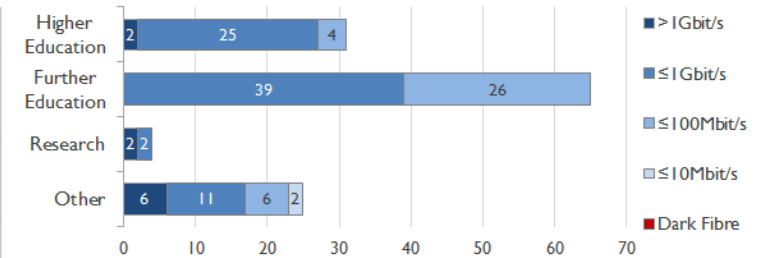


Service Reliability

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

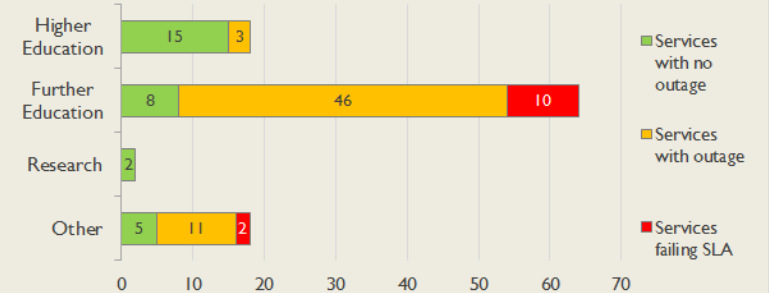


Connections in North West by Contractual Bandwidth



Average Availability of All Services in North West				Average Availability of All Services in Janet			
Apr 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Apr 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	14	99.88%	645	99.95%	21	99.96%	218
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 38m		1.37		5h 36m		0.68	
Based on 290 faults over the last 24 months				Based on 1502 faults over the last 24 months			

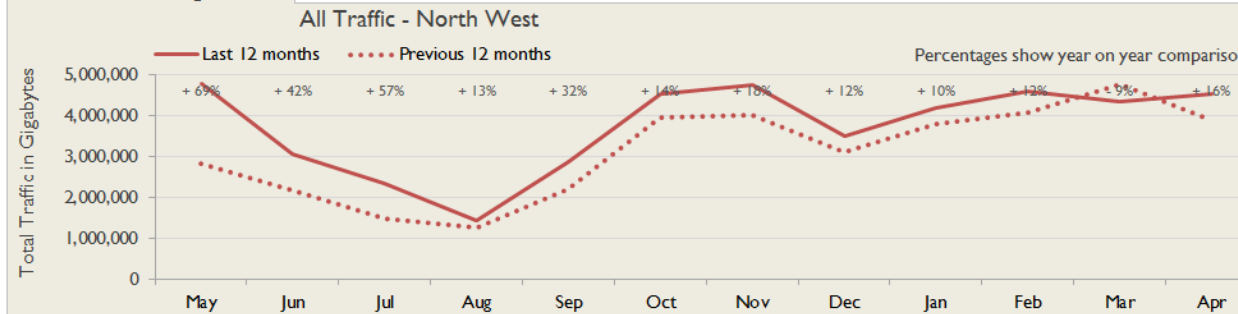
North West Service Outages - Last 12 Months



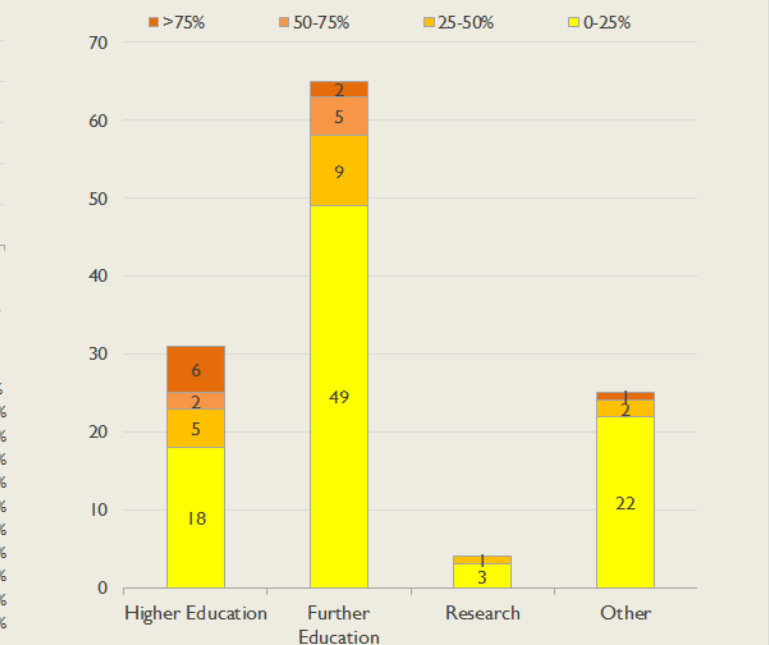
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

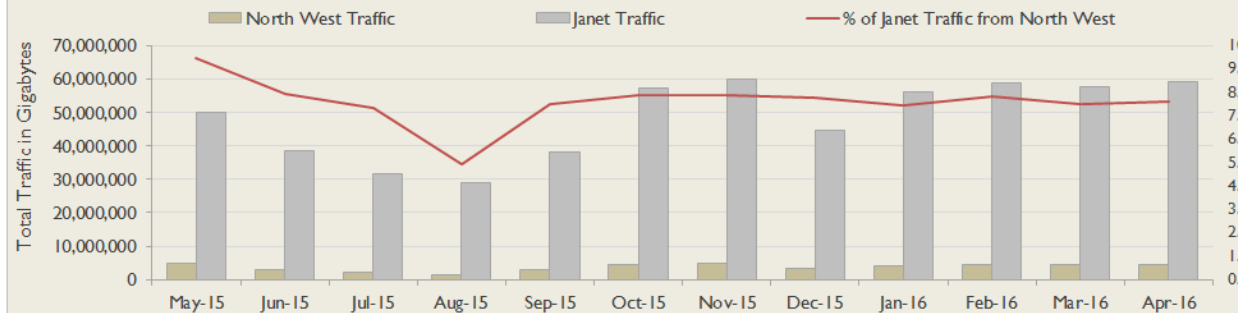
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



North West 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	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Accrington and Rossendale College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Aquinas College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Ashton Sixth Form College	99.93%	100%	100%	100%	100%	100%	99.65%	100%	100%	100%	100%	100%	99.97%
Birkenhead Sixth Form College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	98.64%	100%	100%	99.80%
Blackburn College	100%	100%	100%	100%	100%	100%	98.94%	100%	99.90%	100%	100%	100%	99.90%
Blackburn with Darwen Borough Council, North West Learning Grid	100%	98.65%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.80%
Blackpool and The Fylde College, University Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bolton College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Bolton Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Bolton Sixth Form College, Town Centre Campus	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Bridge College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Burnley College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bury College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Bury Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Bury Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Cardinal Newman College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Carmel College	100%	100%	100%	100%	95.95%	100%	100%	100%	100%	100%	100%	100%	99.66%
Cheadle and Marple Sixth Form College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Cheshire West and Chester Council, Riverside Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Stoke-on-Trent Sixth Form College *	100%	100%	100%	100%	100%	97.92%	100%	100%	100%	100%	100%	100%	99.83%
Edge Hill University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harper Adams University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Holy Cross College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Hopwood Hall College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Hugh Baird College	100%	100%	100%	100%	95.95%	100%	100%	100%	100%	100%	100%	100%	99.66%
Imperial War Museum, IWM North	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Jisc Commercial Limited, Ovid Technology												100%	<12 Months
King George V College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Knowsley Community College	100%	100%	100%	100%	95.95%	100%	100%	100%	100%	100%	100%	100%	99.66%
Langdon College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Liverpool Hope University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Liverpool Institute for Performing Arts	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Liverpool John Moores University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loreto Sixth Form College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Macclesfield College	100%	100%	100%	100%	100%	100%	98.94%	100%	99.85%	100%	100%	100%	99.90%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Manchester Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Media City UK, via Manchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Media City UK, via Salford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mid-Cheshire College	100%	100%	100%	100%	100%	100%	96.78%	100%	100%	100%	100%	99.41%	99.68%
Myerscough College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, National Oceanography Centre, Liverpool *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NCG, West Lancashire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.46%	100%	99.95%
Nelson and Colne College	100%	100%	100%	100%	100%	100%	98.94%	96.39%	100%	100%	97.93%	100%	99.44%
Newcastle-under-Lyme College	100%	100%	100%	100%	99.89%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Oldham Metropolitan Borough Council, North West Learning Grid	100%	99.84%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.90%
Oldham Sixth Form College, Science Centre												100%	<12 Months
Oldham Sixth Form College, Union Street West	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Preston College, Link 1	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Priestley College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Reaseheath College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	99.95%
Regent College Limited	100%	100%	100%	100%	99.89%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Riverside College Halton, Halton College Campus	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.41%	99.86%
Rochdale Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Rochdale Sixth Form College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Royal Northern College of Music *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Runshaw College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Salford City College, Pendleton Sixth Form Centre	100%	100%	100%	100%	99.97%	100%	99.59%	100%	100%	100%	100%	100%	99.96%
Salford City College, Walkden Sixth Form Centre	100%	100%	100%	100%	99.97%	100%	99.66%	100%	100%	100%	100%	100%	99.97%
Salford City Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Science and Technology Facilities Council, Daresbury Laboratory *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seashell Trust	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Sir John Deane's College	100%	100%	100%	100%	100%	100%	96.76%	100%	100%	100%	100%	99.41%	99.68%
South Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	99.95%
Southport College	100%	94.89%	100%	94.67%	100%	100%	95.32%	96.39%	100%	99.84%	100%	100%	98.43%
Staffordshire University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Helens College	100%	100%	100%	100%	100%	100%	95.32%	100%	100%	100%	100%	100%	99.61%
St Helens Metropolitan Borough Council, Lincoln House												100%	<12 Months
St Helens Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	95.95%	100%	100%	100%	100%	100%	100%	100%	99.66%
St Helens Metropolitan Borough Council, Town Hall	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St John Rigby College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Mary's College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Stockport College	100%	100%	100%	100%	100%	100%	98.94%	99.19%	100%	100%	100%	100%	99.84%
Stockport Metropolitan Borough Council, Enterprise House	100%	100%	100%	100%	100%	94.92%	98.94%	100%	100%	100%	100%	100%	99.49%
Stockport Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Stoke-on-Trent College	100%	100%	100%	100%	99.97%	97.92%	100%	100%	100%	100%	100%	100%	99.82%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Tameside College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City of Liverpool College, Bankfield Road Campus	100%	100%	100%	100%	100%	100%	100%	98.51%	99.29%	100%	100%	100%	99.82%
The Co-operative College	100%	100%	99.44%	100%	100%	100%	98.94%	100%	100%	97.69%	100%	100%	99.67%
The David Lewis Centre	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
The Liverpool School of Tropical Medicine	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%
The Liverpool School of Tropical Medicine	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%
The Manchester College, Northenden Campus	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
The Manchester College, Openshaw Campus	99.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Oldham College, Bellis Building	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
The Oldham College, University Campus Oldham	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
The Open University, Manchester	99.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Science Museum, Museum of Science and Industry Manchester	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
The University of Bolton *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Manchester *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Trafford College, Altrincham Campus	99.93%	100%	99.43%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
Trafford College, The Centre for Science and Technology	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Trafford Metropolitan Borough Council, North West Learning Grid *	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
University of Central Lancashire *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Chester, Leighton Hospital								100%	100%	100%	100%	100%	<12 Months
University of Chester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
University of Keele, University Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Liverpool *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Salford *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Warrington Collegiate	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
West Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	99.95%
Wigan & Leigh College, Parson's Walk Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wigan & Leigh College, Sixth Form Centre - Leigh	99.93%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%
Winstanley College	100%	94.90%	100%	94.67%	100%	100%	95.32%	96.39%	96.33%	100%	100%	100%	98.13%
Wirral Metropolitan College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, North West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Xaverian College	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	99.91%

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
Nelson and Colne College	12/04/2016 04:53	12/04/2016 05:08	00:00	00:15	Unknown	Site investigated: no cause identified
Langdon College	08/04/2016 13:42	08/04/2016 15:56	00:00	02:14	MRS Equipment	Interface crashed on a-end router
Langdon College	10/04/2016 05:35	10/04/2016 06:10	00:00	00:35	Unknown	Unknown fault affecting Langdon College
Loreto Sixth Form College	08/04/2016 11:00	08/04/2016 14:37	00:00	03:37	Customer Maintenance	Customer air conditioning maintenance
Mid-Cheshire College	14/04/2016 22:46	15/04/2016 02:59	00:00	04:13	Telco Equipment	Telco equipment crashed
Reaseheath College	05/04/2016 02:01	05/04/2016 02:14	00:00	00:13	Unknown	Unknown
Reaseheath College	14/04/2016 22:46	15/04/2016 02:59	00:00	04:13	Telco Equipment	Telco equipment crashed
Riverside College Halton, Halton College Campus	14/04/2016 22:46	15/04/2016 02:59	00:00	04:13	Telco Equipment	Telco equipment crashed
Seashell Trust	12/04/2016 04:53	12/04/2016 05:08	00:00	00:15	Unknown	No site response
Sir John Deane's College	14/04/2016 22:46	15/04/2016 02:59	00:00	04:13	Telco Equipment	Telco equipment crashed
South Cheshire College	14/04/2016 22:46	15/04/2016 02:59	00:00	04:13	Telco Equipment	Telco equipment crashed
West Cheshire College	14/04/2016 22:46	15/04/2016 02:59	00:00	04:13	Telco Equipment	Telco equipment crashed

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Trafford Metropolitan Borough Council, North West Learning Grid, Waterside House	06/04/2016 01:04	06/04/2016 07:35	00:00	06:31	Customer Maintenance	Customer unscheduled maintenance
London Grid for Learning Trust, Poplar via Manchester	21/04/2016 00:31	21/04/2016 01:13	00:00	00:42	Customer Line	Customer third party fibre break
London Grid for Learning Trust, Orpington via Manchester	21/04/2016 00:31	21/04/2016 01:13	00:00	00:42	Customer Line	Customer third party fibre break
Blackburn with Darwen Borough Council, North West Learning Grid	02/04/2016 10:51	02/04/2016 11:43	00:00	00:52	Unknown	Unknown