

janet

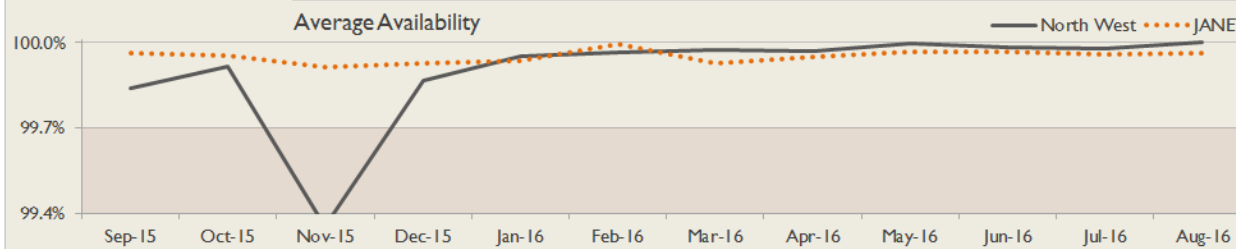
North West Service Report

August 2016

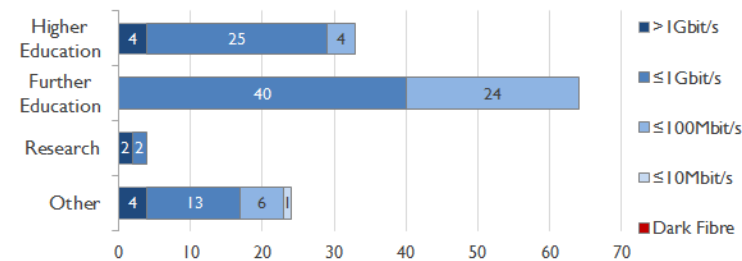


**Service Reliability**

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

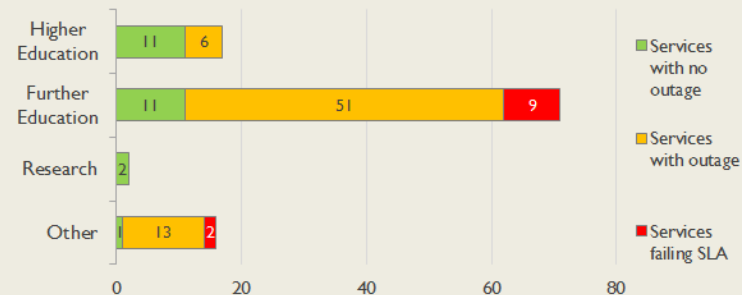


**Connections in North West by Contractual Bandwidth**



Average Availability of All Services in North West				Average Availability of All Services in Janet			
Aug 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Aug 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.90%	522	99.96%	16	99.95%	247
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 05m		1.43		5h 48m		0.66	
Based on 326 faults over the last 24 months				Based on 1471 faults over the last 24 months			

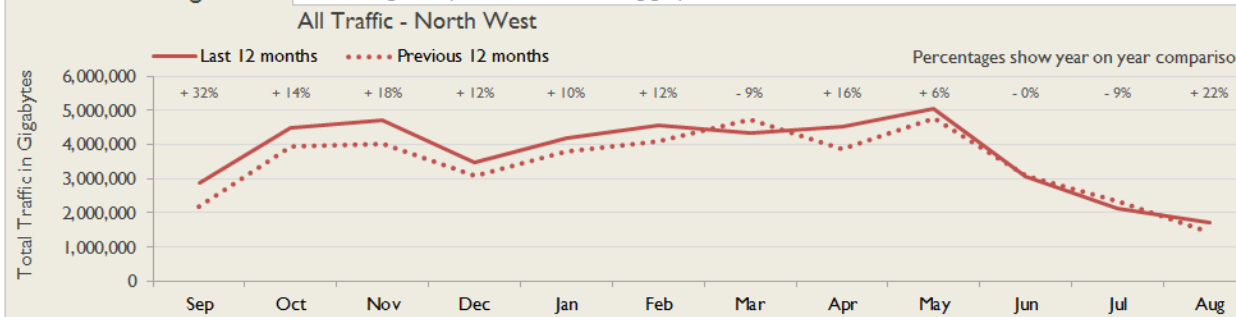
**North West Service Outages - Last 12 Months**



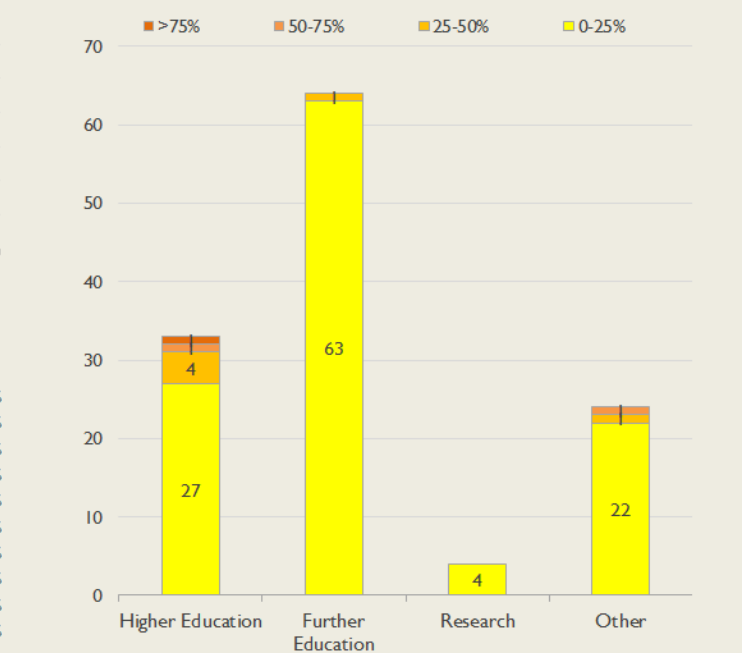
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

**Connection Usage**

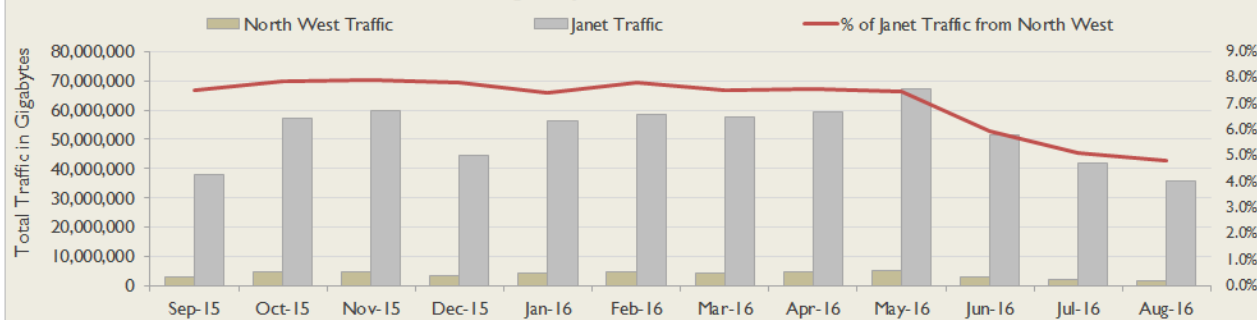
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



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

Service	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
Bury Metropolitan Borough Council, Personal & Community Development	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Bury Metropolitan Borough Council, North West Learning Grid	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Cardinal Newman College	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Carmel College	95.95%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	99.66%
Cheadle and Marple Sixth Form College	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Cheshire West and Chester Council, Riverside Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	>99.99%
City of Stoke-on-Trent Sixth Form College *	100%	97.92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Edge Hill University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Holy Cross College	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Hopwood Hall College	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Hugh Baird College, via Telehouse West	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	99.96%
Hugh Baird College	95.95%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	99.66%
Imperial War Museum, IWM North	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Jisc Commercial Limited, Ovid Technology								100%	100%	100%	100%	100%	<12 Months
King George V College	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	99.91%
Knowsley Community College	95.95%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	99.66%
Lancashire County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Langdon College	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Liverpool Hope University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	>99.99%
Liverpool Institute for Performing Arts	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	>99.99%

Service	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
Liverpool John Moores University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Loreto Sixth Form College	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Macclesfield College	100%	100%	98.94%	100%	99.85%	100%	100%	100%	100%	100%	100%	100%	99.90%
Manchester Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mid-Cheshire College	100%	100%	96.78%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	99.68%
Myerscough College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Myerscough College, Additional Connection	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	99.96%
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%	99.46%	100%	100%	98.99%	100%	100%	99.87%
Nelson and Colne College	100%	100%	98.94%	96.39%	100%	100%	97.93%	100%	100%	100%	100%	100%	99.44%
Newcastle-under-Lyme College	99.89%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Oldham Metropolitan Borough Council, North West Learning Grid	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Oldham Sixth Form College, Science Centre								100%	100%	100%	100%	100%	<12 Months
Oldham Sixth Form College, Union Street West	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Preston College, Link 1	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Preston College, Link 2							100%	100%	100%	100%	100%	100%	<12 Months
Priestley College	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Reaseheath College	100%	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	99.95%
Redcar and Cleveland College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Regent College Limited	99.89%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Riverside College Halton, Halton College Campus	100%	100%	98.94%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	99.86%

Service	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
Rochdale Metropolitan Borough Council, North West Learning Grid	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Rochdale Sixth Form College	100%	100%	98.94%	100%	100%	100%	100%	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%
Runshaw College	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Salford City College, Pendleton Sixth Form Centre	99.97%	100%	99.59%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Salford City College, Walkden Sixth Form Centre	99.97%	100%	99.66%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Salford City Council, North West Learning Grid	100%	100%	98.94%	100%	100%	100%	100%	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%	98.94%	100%	100%	100%	100%	100%	99.74%	100%	100%	100%	99.89%
Sir John Deane's College	100%	100%	96.76%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	99.68%
South Cheshire College	100%	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	99.95%
Southport College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southport College	100%	100%	95.32%	96.39%	100%	99.84%	100%	100%	100%	99.97%	100%	100%	99.29%
Staffordshire University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Helens College	100%	100%	95.32%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	99.61%
St Helens Metropolitan Borough Council, Personal & Community Development	95.95%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	99.66%
St Helens Metropolitan Borough Council, Town Hall	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	>99.99%
St Helens Metropolitan Borough Council, Lincoln House								100%	100%	100%	100%	100%	<12 Months
St John Rigby College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	>99.99%
St Mary's College	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%

Service	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
Stockport College	100%	100%	98.94%	99.19%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Stockport Metropolitan Borough Council *	100%	94.92%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.49%
Stockton Riverside College, via Telecity Powergate	100%	100%	100%	100%	99.22%	100%	100%	100%	100%	100%	98.31%	100%	99.79%
Stoke-on-Trent College, Burslem Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stoke-on-Trent College	99.97%	97.92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
Synetrix Holdings Ltd, Managed Services for JANET users									100%	100%	100%	100%	<12 Months
Tameside College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City of Liverpool College, The Learning Exchange	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
The City of Liverpool College, Bankfield Road Campus	100%	100%	100%	98.51%	99.29%	100%	100%	100%	100%	99.97%	100%	100%	99.81%
The Co-operative College	100%	100%	98.94%	100%	100%	97.69%	100%	100%	100%	100%	100%	100%	99.72%
The David Lewis Centre	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	99.14%	100%	99.84%
The Liverpool School of Tropical Medicine *						100%	100%	100%	100%	99.97%	100%	100%	<12 Months
The Manchester College, Openshaw Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Oldham College, Bellis Building	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
The Oldham College, University Campus Oldham	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
The Open University, Manchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Science Museum, Museum of Science and Industry Manchester	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
The University of Bolton *	100%	100%	100%	100%	100%	100%	100%	100%	99.71%	99.97%	100%	100%	99.97%
The University of Manchester *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Trafford College, The Centre for Science and Technology	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Trafford College, Altrincham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
Trafford Metropolitan Borough Council, North West Learning Grid *	100%	100%	98.94%	100%	100%	100%	100%	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%	100%	99.97%	100%	100%	<12 Months
University of Chester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Keele, University Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	99.99%
University of Liverpool *	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	>99.99%
University of Salford *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Salford, via Manchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Salford, via Salford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Warrington Collegiate	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
West Cheshire College	100%	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	99.95%
Wigan & Leigh College, Sixth Form Centre - Leigh	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	99.91%
Wigan & Leigh College, Parson's Walk Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	>99.99%
Winstanley College	100%	100%	95.32%	96.39%	96.33%	100%	100%	100%	100%	100%	100%	100%	99.00%
Wirral Metropolitan College, Conway Park Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wirral Metropolitan College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	>99.99%
Workers' Educational Association, North West	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	>99.99%
Xaverian College	100%	100%	98.94%	100%	100%	100%	100%	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
Burnley College, Link I	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance
Nelson and Colne College	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance
Accrington and Rossendale College	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance
Ashton Sixth Form College	08/08/2016 15:41	08/08/2016 18:28	00:00	02:47	Customer Maintenance	Customer unscheduled maintenance
Bury College	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance
Edge Hill University, Durning Centre	09/08/2016 10:04	10/08/2016 10:15	00:00	24:11	Regional Equipment	Faulty switch at the Edge Hill University, Durning PoP
Holy Cross College	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance
Knowsley Community College	11/08/2016 17:16	11/08/2016 18:53	00:00	01:37	Customer Maintenance	Site power maintenance
Knowsley Community College	18/08/2016 16:04	19/08/2016 08:08	00:00	16:04	Customer Environment	Area power cut
Myerscough College	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance
Priestley College	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Runshaw College	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance
South Cheshire College	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance
St Helens College	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance
St Mary's College	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance
Staffordshire University, College Road Campus	14/08/2016 17:13	14/08/2016 17:28	00:00	00:15	Customer Maintenance	Unscheduled maintenance at Staffordshire University
Stoke-on-Trent College	27/08/2016 17:42	30/08/2016 07:25	00:00	61:43	Customer Environment	Flooding caused UPS to fail
Tameside College, via University of Manchester	29/07/2016 16:34	01/08/2016 07:33	00:00	62:59	Unknown	Unknown
Tameside College, via Telecity Powergate	29/07/2016 16:34	01/08/2016 07:33	00:00	62:59	Unknown	Unknown
The Manchester College, Openshaw Campus	18/08/2016 14:20	18/08/2016 14:47	00:00	00:27	Customer Maintenance	Site connectivity investigations
The University of Manchester, Kilburn Building	22/08/2016 19:07	22/08/2016 19:56	00:00	00:49	Customer Maintenance	Site fibre maintenance
Warrington Collegiate	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance
Winstanley College	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance
Winstanley College	12/08/2016 10:42	12/08/2016 11:41	00:00	00:59	Customer Environment	Site power issue
Bolton Metropolitan Borough Council, North West Learning Grid	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Bury Metropolitan Borough Council, North West Learning Grid	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance
The Oldham College, University Campus Oldham	11/08/2016 11:10	12/08/2016 10:32	23:22	00:00	MRS Equipment	Managed router equipment fault
Wigan & Leigh College, Parson's Walk Centre	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance
St Helens Metropolitan Borough Council, Lincoln House	04/08/2016 02:38	04/08/2016 02:49	00:00	00:11	Telco Maintenance	Telco emergency maintenance