

janet

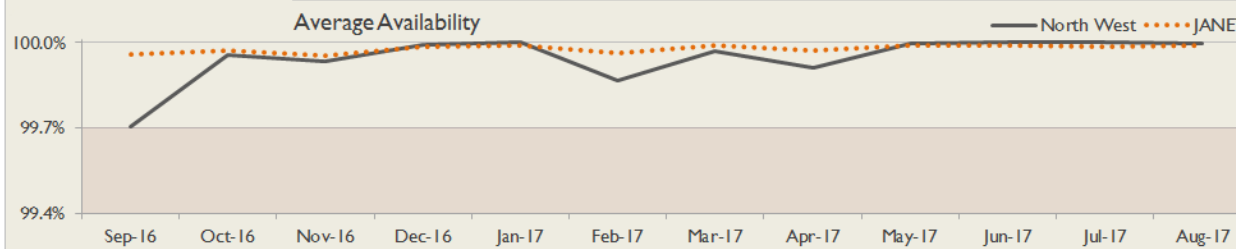
North West Service Report

August 2017

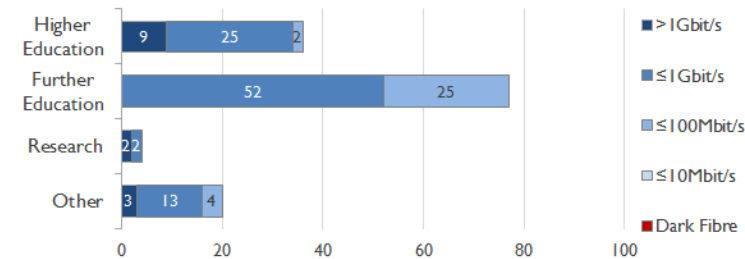


Service Reliability

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



Connections in North West by Contractual Bandwidth



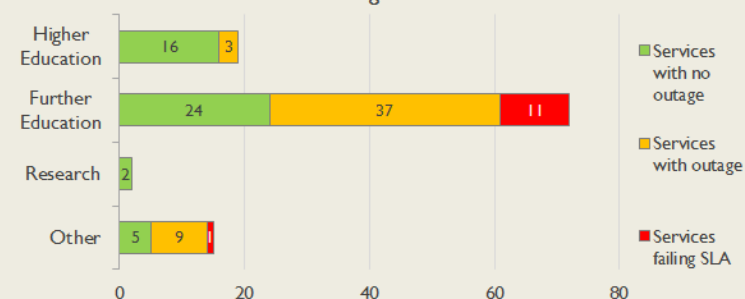
Average Availability of All Services in North West

Aug 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	2	99.94%	297
Mean Time to Repair		Average Faults per Service per Year	
5h 10m		1.29	
Based on 286 faults over the last 24 months			

Average Availability of All Services in Janet

Aug 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	4	99.98%	130
Mean Time to Repair		Average Faults per Service per Year	
5h 51m		0.48	
Based on 1058 faults over the last 24 months			

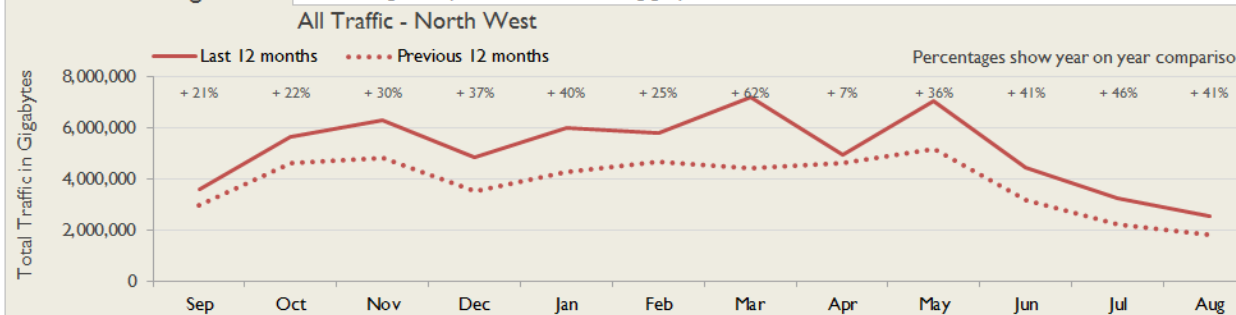
North West Service Outages - Last 12 Months



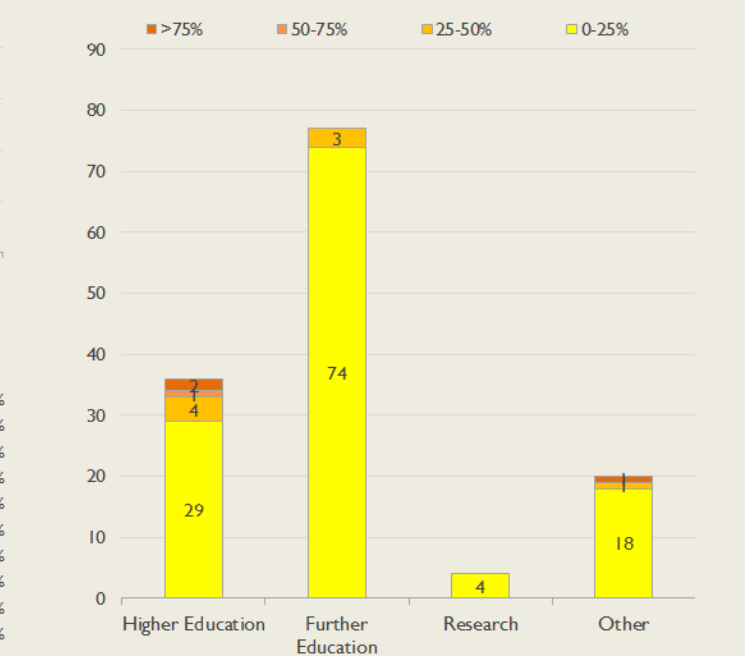
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

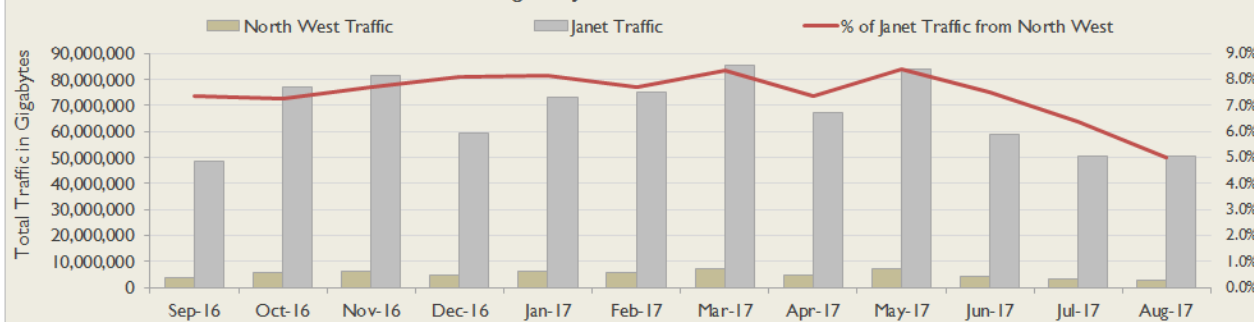
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	12 Month Rolling Availability
Accrington and Rossendale College	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Aquinas College	100%	99.33%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
Ashton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Birkenhead Sixth Form College	97.99%	100%	100%	100%	100%	97.51%	100%	100%	100%	100%	100%	100%	99.63%
Blackburn College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Blackburn with Darwen Borough Council, North West Learning Grid	100%	99.90%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Blackpool and The Fylde College, South Building Annex	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Blackpool and The Fylde College, University Centre	100%	99.77%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
Bolton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bolton Metropolitan Borough Council, North West Learning Grid	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Bolton Sixth Form College, Town Centre Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridge College	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Burnley College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bury College	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%

Service	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	12 Month Rolling Availability
Bury Metropolitan Borough Council, North West Learning Grid	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Bury Metropolitan Borough Council, Personal & Community Development	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Cardinal Newman College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Carmel College	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	99.67%
Cheadle and Marple Sixth Form College	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
City of Stoke-on-Trent Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Edge Hill University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Edge Hill University, Manchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Holy Cross College	98.58%	99.57%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%
Hopwood Hall College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hugh Baird College *	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Imperial War Museum, IWM North	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Jisc Commercial Limited, Ovid Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King George V College	100%	100%	100%	99.44%	100%	99.18%	100%	99.83%	100%	100%	100%	100%	99.87%
Knowsley Community College	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	99.67%
Lancashire County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Langdon College	99.56%	100%	100%	99.76%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
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%	99.18%	100%	99.25%	100%	100%	100%	100%	99.87%
Liverpool John Moores University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	12 Month Rolling Availability
Loreto Sixth Form College	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
LTE Group, The Manchester College	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Macclesfield College	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Manchester Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Manchester Metropolitan University, Cheshire Campus										100%	100%	100%	<12 Months
Manchester Metropolitan University, Crewe Campus										100%	100%	100%	<12 Months
Myerscough College	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Myerscough College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	99.99%
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	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	99.67%
Nelson and Colne College	99.03%	96.65%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.61%
Newcastle and Stafford Colleges Group, Newcastle-under-Lyme College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oldham Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oldham Sixth Form College, Science Centre	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Oldham Sixth Form College, Union Street West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Preston College, Link 1	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Preston College, Link 2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Priestley College	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	99.67%
Reaseheath College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	>99.99%
Redcar and Cleveland College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	12 Month Rolling Availability	
Regent College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	>99.99%
Riverside College Halton, Halton College Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	>99.99%
Rochdale Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Northern College of Music *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Runshaw College	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Salford City College, Pendleton Sixth Form Centre	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Salford City College, Walkden Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Salford City Council, North West Learning Grid	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Science and Technology Facilities Council, Daresbury Laboratory *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seashell Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sir John Deane's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	>99.99%
South Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	>99.99%
Southport College *	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Staffordshire University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Staffordshire University, Stoke-on-Trent Express Route *			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
St Helens College	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	99.67%
St Helens Metropolitan Borough Council, Lincoln House	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
St Helens Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	99.84%
St Helens Metropolitan Borough Council, Town Hall	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	99.67%
St John Rigby College	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	99.67%
St Mary's College	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%

Service	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	12 Month Rolling Availability
Stockport College	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.62%	99.97%
Stockport Metropolitan Borough Council *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockton Riverside College, via Telecity Powergate	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Stoke-on-Trent College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stoke-on-Trent College, Burslem Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tameside College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City of Liverpool College, The Learning Exchange	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	99.99%
The Co-operative College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The David Lewis Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Liverpool School of Tropical Medicine *	100%	100%	100%	100%	100%	100%	100%	99.25%	100%	100%	100%	100%	99.94%
The Oldham College, Bellis Building	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Oldham College, University Campus Oldham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Trafford College, The Centre for Science and Technology	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Trafford Metropolitan Borough Council, North West Learning Grid *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Central Lancashire *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Chester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	12 Month Rolling Availability
University of Chester, Leighton Hospital	100%	100%	100%	100%	100%	99.18%	100%	99.83%	100%	100%	100%	99.97%	99.91%
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%
University of Salford, via Salford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Warrington & Vale Royal College , Hartford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Warrington & Vale Royal College , Warrington Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	>99.99%
Wigan & Leigh College, Leigh College	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Wigan & Leigh College, Parson's Walk Centre	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	99.67%
Winstanley College	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Wirral Metropolitan College	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	99.67%
Wirral Metropolitan College, Conway Park Campus	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Workers' Educational Association, North West	97.99%	100%	98.82%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	99.58%
Xaverian College	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%

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
City of Stoke-on-Trent Sixth Form College, Link 1	16/08/2017 22:02	16/08/2017 22:16	00:00	00:14	Regional Network Environment	Power failure at Manchester Met PoP
Liverpool Institute for Performing Arts	20/08/2017 21:01	20/08/2017 22:39	00:00	01:38	Unknown reason for outage	Unknown
Reaseheath College	16/08/2017 22:02	16/08/2017 22:16	00:00	00:14	Regional Network Environment	Power failure at Manchester Met PoP
Regent College Limited	16/08/2017 22:02	16/08/2017 22:16	00:00	00:14	Regional Network Environment	Power failure at Manchester Met PoP
Riverside College Halton, Halton College Campus	16/08/2017 22:02	16/08/2017 22:16	00:00	00:14	Regional Network Environment	Power failure at Manchester Met PoP
Sir John Deane's College	16/08/2017 22:02	16/08/2017 22:16	00:00	00:14	Regional Network Environment	Power failure at Manchester Met PoP
South Cheshire College	16/08/2017 22:02	16/08/2017 22:16	00:00	00:14	Regional Network Environment	Power failure at Manchester Met PoP
Southport College, via University of Manchester	22/08/2017 10:22	22/08/2017 12:25	00:00	02:03	Unknown reason for outage	Unknown
Stockport College	21/08/2017 12:45	21/08/2017 16:19	00:46	02:48	Telco Equipment	Card failure within telco exchange

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Tameside College, via Telecity Powergate	16/08/2017 14:55	16/08/2017 15:13	00:00	00:18	Customer Environment	Site power outage
The David Lewis Centre	10/08/2017 22:02	10/08/2017 22:12	00:00	00:10	Unknown reason for outage	Unknown
West Cheshire College	16/08/2017 22:02	16/08/2017 22:16	00:00	00:14	Regional Network Environment	Power failure at Manchester Met PoP
Stockport Metropolitan Borough Council, via University of Manchester	20/08/2017 09:38	20/08/2017 14:01	00:00	04:23	Telco Scheduled Maintenance	Telco Circuit Shift
Stockport Metropolitan Borough Council, via University of Manchester	21/08/2017 12:45	21/08/2017 16:19	01:28	02:06	Telco Equipment	Card failure within telco exchange
The Open University, Manchester	26/08/2017 17:28	26/08/2017 18:12	00:00	00:44	Customer Scheduled Maintenance	Customer scheduled router maintenance
The Liverpool School of Tropical Medicine, CTID Building	20/08/2017 21:05	20/08/2017 22:19	00:00	01:14	Telco Scheduled Maintenance	Telco scheduled maintenance
University of Chester, Leighton Hospital	16/08/2017 22:02	16/08/2017 22:16	00:00	00:14	Regional Network Environment	Power failure at Manchester Met PoP