

janet

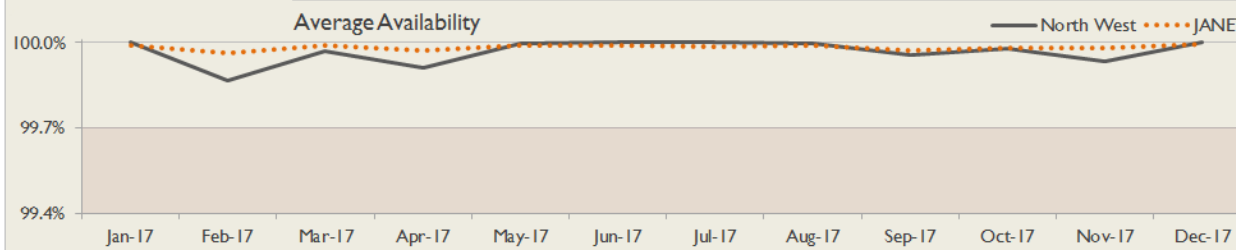
North West Service Report

December 2017

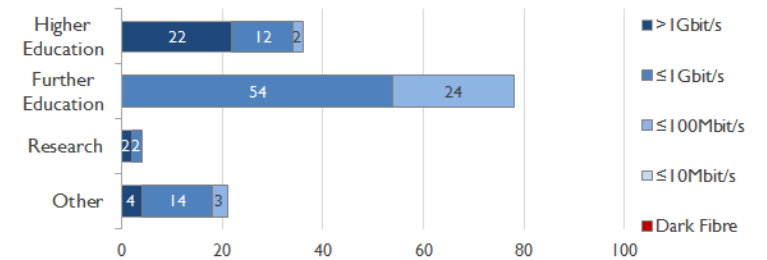


Service Reliability

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

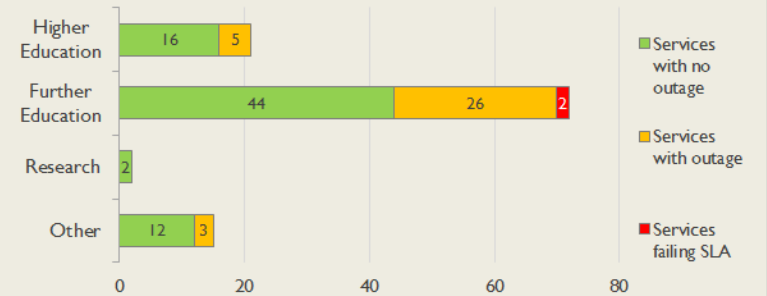


Connections in North West by Contractual Bandwidth



Average Availability of All Services in North West				Average Availability of All Services in Janet			
Dec 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Dec 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.97%	174	>99.99%	2	99.98%	88
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 21m		0.80		5h 33m		0.39	
Based on 180 faults over the last 24 months				Based on 908 faults over the last 24 months			

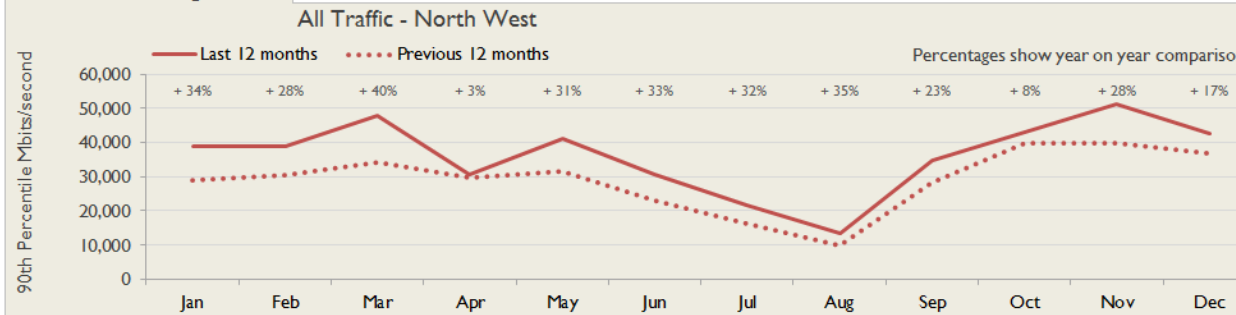
North West Service Outages - Last 12 Months



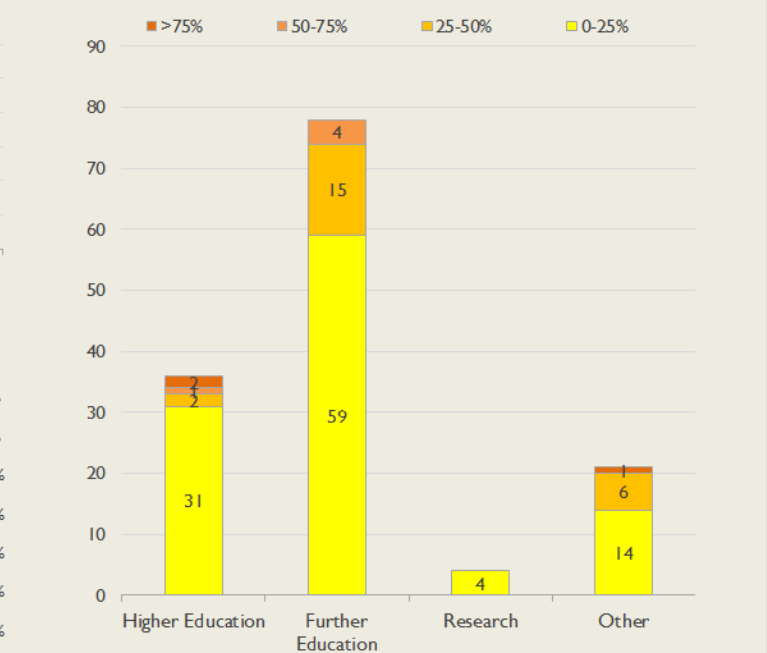
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

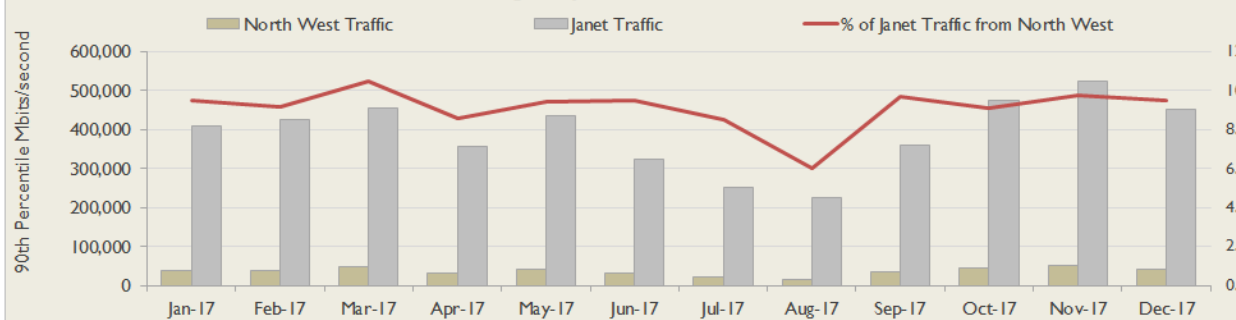
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



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	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
Accrington and Rossendale College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95.86%	100%	99.66%
Aquinas College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ashton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Birkenhead Sixth Form College	100%	97.51%	100%	100%	100%	100%	100%	100%	96.48%	100%	100%	100%	99.50%
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%	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%	100%	100%	100%	100%	100%	100%	100%
Blackpool and The Fylde College, University Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	>99.99%
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%	100%	100%	100%	100%	100%	100%	99.81%	100%	100%	100%	99.98%
Bolton Sixth Form College, Town Centre Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
Bury Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bury Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardinal Newman College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Carmel College	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Cheadle and Marple Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cheshire East Council, Riverside Campus *	100%	99.18%	100%	99.83%	100%	100%	100%	100%	100%	99.47%	99.70%	100%	99.85%
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hopwood Hall College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hugh Baird College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Imperial War Museum, IWM North	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Ovid Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King George V College	100%	99.18%	100%	99.83%	100%	100%	100%	100%	100%	99.30%	100%	100%	99.86%
Knowsley Community College	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Lancashire County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Langdon College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Liverpool Hope University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Liverpool Institute for Performing Arts	100%	99.18%	100%	99.25%	100%	100%	100%	100%	99.64%	100%	100%	100%	99.84%

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
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%	100%	100%	100%	100%	100%	100%	100%
LTE Group, The Manchester College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Macclesfield College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Manchester Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Manchester Metropolitan University, Cheshire Campus						100%	100%	100%	100%	100%	100%	100%	<12 Months
Manchester Metropolitan University, Crewe Campus						100%	100%	100%	100%	100%	100%	100%	<12 Months
Myerscough College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Myerscough College, Additional Connection	100%	100%	100%	100%	<b>99.87%</b>	100%	100%	100%	100%	100%	100%	100%	<b>99.99%</b>
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%	<b>99.18%</b>	<b>99.68%</b>	<b>99.25%</b>	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.84%</b>
Nelson and Colne College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Preston College, Link 2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.90%</b>	100%	<b>&gt;99.99%</b>
Priestley College	100%	<b>99.18%</b>	<b>99.68%</b>	<b>99.25%</b>	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.84%</b>
Reaseheath College *	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>	100%	100%	100%	100%	<b>&gt;99.99%</b>

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
Redcar and Cleveland College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Regent College Limited	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>	100%	100%	100%	100%	<b>&gt;99.99%</b>
Riverside College Halton, Halton College Campus	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>	100%	100%	100%	100%	<b>&gt;99.99%</b>
Rochdale Sixth Form College	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%
Runshaw College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Salford City College, Pendleton Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Salford City College, Walkden Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Salford City Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	100%
Sir John Deane's College	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>	100%	100%	100%	100%	<b>&gt;99.99%</b>
South Cheshire College	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>	100%	100%	100%	100%	<b>&gt;99.99%</b>
Southport College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Staffordshire University *	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%	100%	100%
St Helens College	100%	<b>99.18%</b>	<b>99.68%</b>	<b>99.25%</b>	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.84%</b>
St Helens Council, Lincoln House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Helens Council, Town Hall	100%	<b>99.18%</b>	<b>99.68%</b>	<b>99.25%</b>	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.84%</b>
St John Rigby College	100%	<b>99.18%</b>	<b>99.68%</b>	<b>99.25%</b>	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.84%</b>
St Mary's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
Stockport College	100%	100%	100%	100%	100%	100%	100%	99.62%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	>99.99%
Stoke-on-Trent College	100%	100%	100%	100%	100%	100%	100%	100%	99.24%	100%	100%	100%	99.94%
Stoke-on-Trent College, Burslem Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	>99.99%
Tameside College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City of Liverpool College, First4Skills	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
The City of Liverpool College, Learning Exchange										100%	100%	100%	<12 Months
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%	99.25%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
The Oldham College, Bellis Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%
The University of Manchester, eVLBI-3 - IGE Jodrell Bank to Dwingeloo JLPID:1035												100%	<12 Months
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
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%	99.47%	99.70%	100%	99.93%
University of Chester, Leighton Hospital	100%	99.18%	100%	99.83%	100%	100%	100%	99.97%	100%	99.47%	100%	100%	99.87%
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%	99.78%	100%	100%	99.98%
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%	99.97%	100%	100%	100%	100%	>99.99%
Wigan & Leigh College, Leigh College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.88%	100%	99.82%
Wigan & Leigh College, Parson's Walk Centre	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Winstanley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wirral Metropolitan College	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Wirral Metropolitan College, Conway Park Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	>99.99%
Workers' Educational Association, North West	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Xaverian College	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
Ashton Sixth Form College	12/12/2017 10:41	12/12/2017 11:21	00:00	00:40	Customer Environment	Customer local power outage
Blackburn College	19/12/2017 20:54	19/12/2017 21:01	00:00	00:07	Telco Emergency Maintenance	Emergency maintenance
Bridge College	01/12/2017 01:45	01/12/2017 03:11	00:00	01:26	Telco Scheduled Maintenance	Telco Scheduled maintenance
Cardinal Newman College, via UCLAN	11/12/2017 09:51	11/12/2017 11:57	00:00	02:06	Customer Environment	Customer power outage
Cheadle and Marple Sixth Form College, via University of Liverpool	01/12/2017 01:45	01/12/2017 03:11	00:00	01:26	Telco Scheduled Maintenance	Telco Scheduled maintenance
Langdon College	01/12/2017 01:45	01/12/2017 03:11	00:00	01:26	Telco Scheduled Maintenance	Telco Scheduled maintenance
Liverpool Hope University, Sheppard Worlock Library	16/12/2017 06:21	16/12/2017 18:47	00:00	12:26	Regional Network Scheduled Maintenance	Scheduled DC relocation maintenance
Liverpool John Moores University, JMU Tower	09/12/2017 08:35	09/12/2017 09:17	00:00	00:42	Customer Scheduled Maintenance	Customer maintenance
Liverpool John Moores University, JMU Tower	16/12/2017 06:21	16/12/2017 18:47	00:00	12:26	Regional Network Scheduled Maintenance	Scheduled DC relocation maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Liverpool John Moores University, Avril Robarts Building	16/12/2017 06:21	16/12/2017 22:37	00:00	16:16	Regional Network Scheduled Maintenance	Scheduled DC relocation maintenance
St John Rigby College	11/12/2017 10:34	11/12/2017 16:32	00:00	05:58	Customer Environment	Customer wide area power outage
The University of Bolton, Eagle Building	04/12/2017 11:48	04/12/2017 12:12	00:00	00:24	Customer Equipment	Port error disabled
The University of Bolton, Eagle Building	18/12/2017 08:24	19/12/2017 12:08	03:55	23:49	Telco Line	Fibre break caused by landslide at a building site
Blackburn with Darwen Borough Council, North West Learning Grid	19/12/2017 20:54	19/12/2017 21:01	00:00	00:07	Telco Emergency Maintenance	Emergency maintenance
Blackpool and The Fylde College, South Building Annex	19/12/2017 20:54	19/12/2017 21:01	00:00	00:07	Telco Emergency Maintenance	Emergency maintenance