

janet

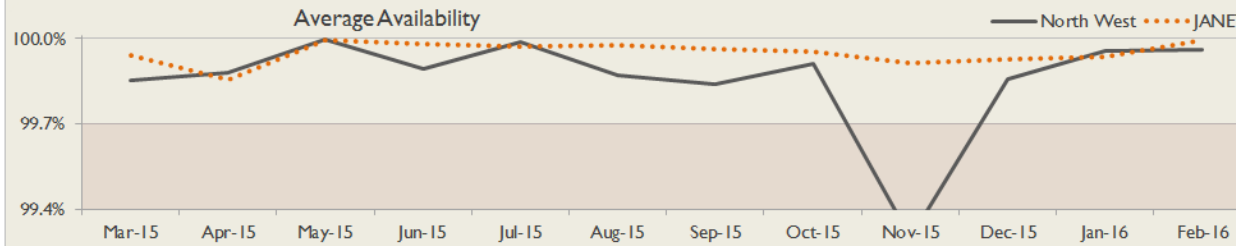
North West Service Report

February 2016

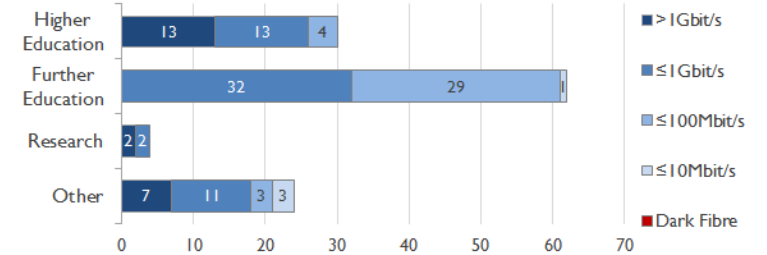


Service Reliability

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

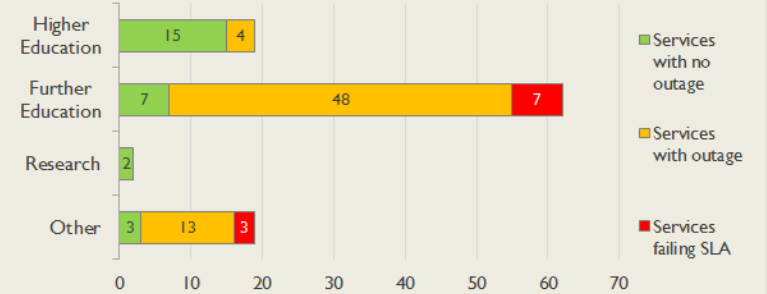


Connections in North West by Raw Bandwidth



Average Availability of All Services in North West				Average Availability of All Services in Janet			
Feb 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Feb 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.96%	16	99.86%	735	>99.99%	3	99.95%	249
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 24m		1.56		5h 20m		0.68	
Based on 319 faults over the last 24 months				Based on 1440 faults over the last 24 months			

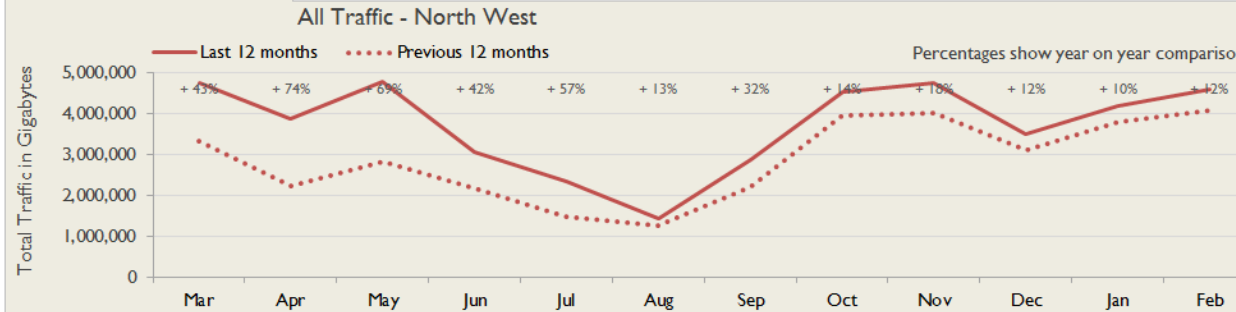
North West Service Outages - Last 12 Months



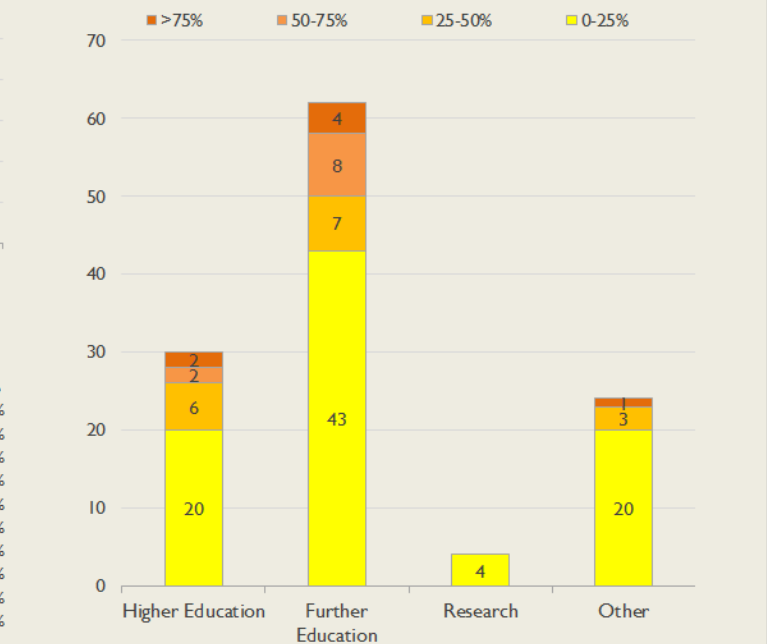
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

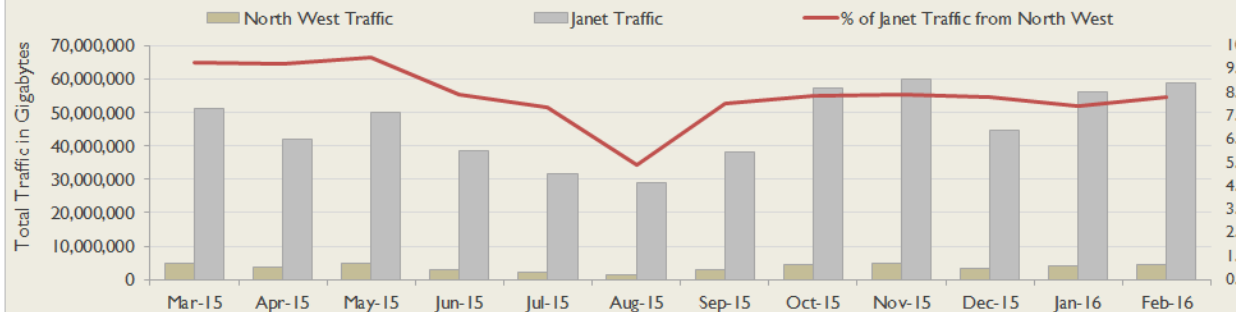
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Raw 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	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
Accrington and Rossendale College	100%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
Aquinas College	100%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
Ashton Sixth Form College	100%	99.72%	99.93%	100%	100%	100%	100%	100%	99.65%	100%	100%	100%	99.94%
Birkenhead Sixth Form College	100%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	98.64%	99.76%
Blackburn College	100%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	99.90%	100%	99.86%
Blackburn with Darwen Borough Council, North West Learning Grid	100%	100%	100%	98.65%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.80%
Bolton College	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.91%
Bolton Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.91%
Bolton Sixth Form College, Town Centre Campus	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	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, Woodbury Centre	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.91%
Bury Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.91%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
Bury Metropolitan Borough Council, Personal & Community Development	100%	99.80%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.89%
Cardinal Newman College, Preston	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.91%
Carmel College	99.34%	100%	100%	100%	100%	100%	95.95%	100%	100%	100%	100%	100%	99.61%
Cheadle and Marple Sixth Form College	100%	99.51%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
Cheshire West and Chester Council, Riverside Campus *	99.34%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
City of Stoke-on-Trent Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	97.92%	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%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
Hopwood Hall College	100%	99.72%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.89%
Imperial War Museum, IWM North	100%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
King George V College	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.91%
Knowsley Community College	95.39%	100%	100%	100%	100%	100%	95.95%	100%	100%	100%	100%	100%	99.28%
Langdon College	100%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
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%	100%	100%	98.94%	100%	100%	100%	99.91%
Macclesfield College	100%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	99.85%	100%	99.86%
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%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
Media City UK, via Salford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mid-Cheshire College of Further Education	99.79%	100%	100%	100%	100%	100%	100%	100%	96.78%	100%	100%	100%	99.71%
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	99.34%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
Nelson and Colne College	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	96.39%	100%	100%	99.61%
Newcastle-under-Lyme College	100%	100%	100%	100%	100%	100%	99.89%	100%	100%	100%	100%	100%	>99.99%
Oldham Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	99.84%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.90%
Oldham Sixth Form College	100%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
Preston College	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.91%
Priestley College	100%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
Reaseheath College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Regent College Ltd	100%	100%	100%	100%	100%	100%	99.89%	100%	100%	100%	100%	100%	>99.99%
Riverside College Halton, Halton College Campus	100%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
Rochdale Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.91%
Rochdale Sixth Form College	100%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
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%	98.94%	100%	100%	100%	99.91%
Salford City College, Pendleton Sixth Form Centre	100%	100%	100%	100%	100%	100%	99.97%	100%	99.59%	100%	100%	100%	99.96%
Salford City College, Walkden Sixth Form Centre	100%	100%	100%	100%	100%	100%	99.97%	100%	99.66%	100%	100%	100%	99.97%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
Salford City Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	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%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
Sir John Deane's College	100%	100%	100%	100%	100%	100%	100%	100%	96.76%	100%	100%	100%	99.73%
South Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southport College	98.05%	99.43%	100%	94.89%	100%	94.67%	100%	100%	95.32%	96.39%	100%	99.84%	98.22%
Staffordshire University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Helens College	99.75%	100%	100%	100%	100%	100%	100%	100%	95.32%	100%	100%	100%	99.59%
St Helens Metropolitan Borough Council, North West Learning Grid	99.34%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
St Helens Metropolitan Borough Council, Personal & Community Development	99.34%	100%	100%	100%	100%	100%	95.95%	100%	100%	100%	100%	100%	99.61%
St Helens Metropolitan Borough Council	99.34%	100%	100%	100%	100%	100%	95.95%	100%	100%	100%	100%	100%	99.61%
St John Rigby College	99.34%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
St Mary's College	100%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
Stockport College	100%	99.72%	100%	100%	100%	100%	100%	100%	98.94%	99.19%	100%	100%	99.82%
Stockport Metropolitan Borough Council, Enterprise House	100%	99.80%	100%	100%	100%	100%	100%	94.92%	98.94%	100%	100%	100%	99.47%
Stockport Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.91%
Stoke-on-Trent College	100%	100%	100%	100%	100%	100%	99.97%	97.92%	100%	100%	100%	100%	99.82%
Tameside College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City of Liverpool College, Bankfield Road Campus	99.66%	100%	100%	100%	100%	100%	100%	100%	100%	98.51%	99.29%	100%	99.79%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
The Co-operative College	100%	99.52%	100%	100%	99.44%	100%	100%	100%	98.94%	100%	100%	97.69%	99.63%
The David Lewis Centre	100%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
The Liverpool School of Tropical Medicine		100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	>99.99%	<12 Months
The Liverpool School of Tropical Medicine		100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	>99.99%	<12 Months
The Manchester College, Northenden Campus	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.91%
The Manchester College, Openshaw Campus	100%	100%	99.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Oldham College, Bellis Building	100%	99.50%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
The Oldham College, University Campus Oldham	100%	99.44%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.86%
The Open University, Manchester	100%	100%	99.93%	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%	100%	100%	98.94%	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	100%	99.52%	99.93%	100%	99.43%	100%	100%	100%	100%	100%	100%	100%	99.91%
Trafford College, The Centre for Science and Technology	100%	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.87%
Trafford Metropolitan Borough Council, North West Learning Grid *	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	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%	<12 Months
University of Chester	99.34%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
University of Keele *	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%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
Warrington Collegiate	100%	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.91%
West Cheshire College	99.34%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
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	100%	100%	99.93%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	99.91%
Winstanley College	98.05%	99.43%	100%	94.90%	100%	94.67%	100%	100%	95.32%	96.39%	96.33%	100%	97.92%
Wirral Metropolitan College	99.34%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
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%	100%	100%	98.94%	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	16/02/2016 09:29	16/02/2016 11:49	00:00	02:20	Customer Environment	Power failure at site
Birkenhead Sixth Form College	01/02/2016 13:33	01/02/2016 23:02	00:00	09:29	Telco Line	Fibre Break
Blackburn College	12/02/2016 17:41	13/02/2016 11:20	00:00	17:39	Customer Maintenance	Customer unscheduled maintenance
Edge Hill University, Durning Centre	10/02/2016 22:07	10/02/2016 23:23	00:00	01:16	Telco Maintenance	Telco maintenance on a circuit we were not informed of
Southport College, via University of Manchester	11/02/2016 00:01	11/02/2016 01:08	00:00	01:07	Telco Maintenance	Telco maintenance we were not informed of
St Helens College	25/02/2016 16:05	25/02/2016 17:12	00:00	01:07	Denial of Service	DDOS attack affecting St Helens College
The Co-operative College	19/02/2016 22:04	20/02/2016 02:02	00:00	03:58	Telco Maintenance	Telco maintenance we were not informed of
The Co-operative College	20/02/2016 04:04	20/02/2016 06:00	00:00	01:56	Telco Maintenance	Telco maintenance we were not informed of
The Co-operative College	20/02/2016 06:00	20/02/2016 16:12	00:00	10:12	Telco Line	Fibres cut during maintenance
Trafford College, Altrincham Campus	04/02/2016 08:42	04/02/2016 09:13	00:00	00:31	Unknown	Unknown fault with VM NTE at site
Trafford College, Altrincham Campus	12/02/2016 14:49	12/02/2016 15:04	00:00	00:15	Customer Environment	Area power cut
London Grid for Learning Trust, Orpington via Manchester	12/02/2016 22:07	13/02/2016 14:39	00:00	16:32	Customer Maintenance	Customer scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Rochdale Sixth Form College	15/02/2016 09:18	15/02/2016 11:12	00:00	01:54	Customer Maintenance	Customer scheduled maintenance