

janet

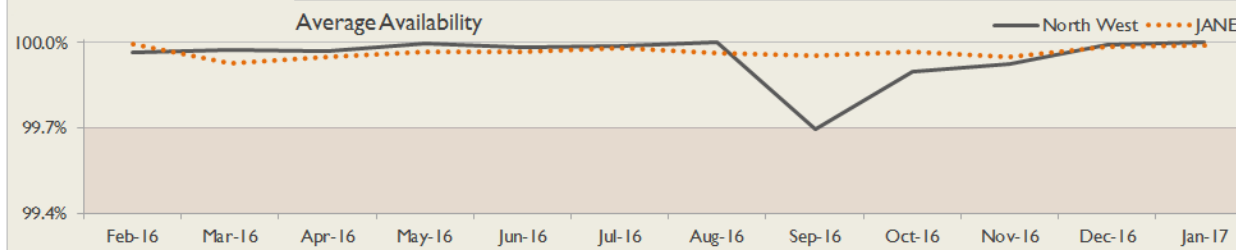
North West Service Report

January 2017

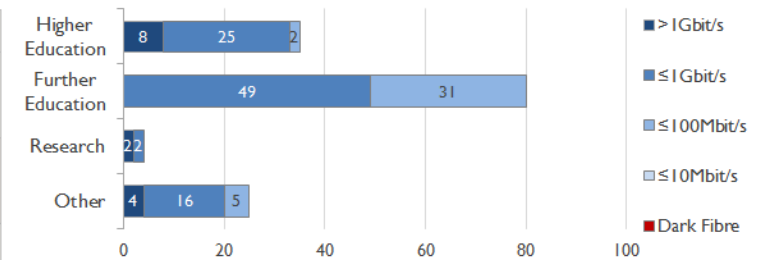


Service Reliability

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

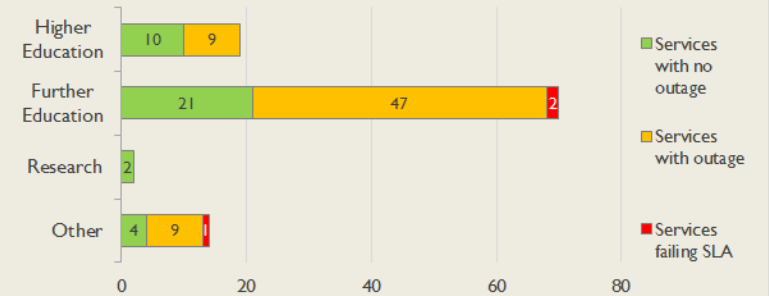


Connections in North West by Contractual Bandwidth



Average Availability of All Services in North West				Average Availability of All Services in Janet			
Jan 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jan 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	0	99.95%	270	99.99%	5	99.97%	182
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 46m		1.65		5h 57m		0.60	
Based on 380 faults over the last 24 months				Based on 1327 faults over the last 24 months			

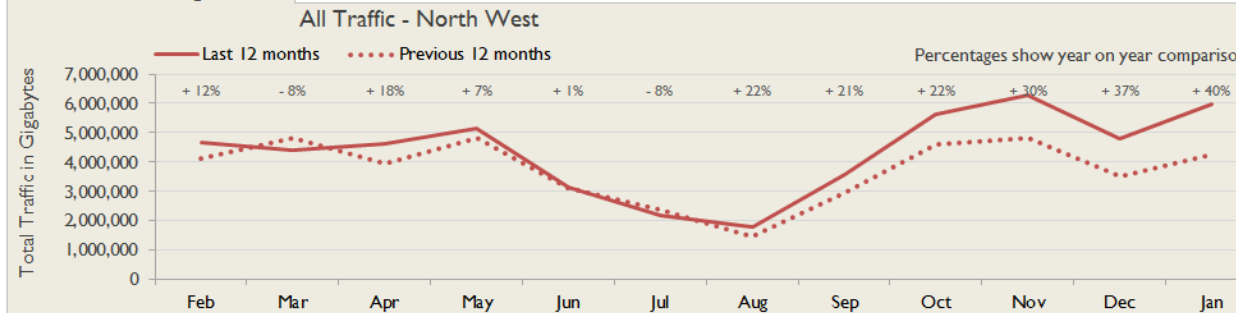
North West Service Outages - Last 12 Months



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

Connection Usage

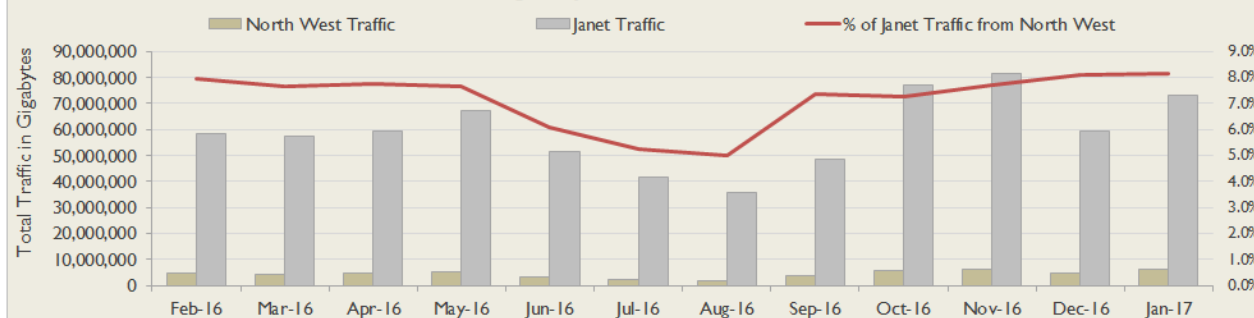
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
Accrington and Rossendale College	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	99.60%	100%	100%	99.96%
Aquinas College	100%	100%	100%	100%	100%	100%	100%	100%	99.33%	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	98.64%	100%	100%	100%	100%	100%	100%	97.92%	100%	100%	100%	100%	99.71%
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%	99.90%	99.60%	100%	100%	99.96%
Blackpool and The Fylde College, South Building Annex		100%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	<12 Months
Blackpool and The Fylde College, University Centre	100%	100%	100%	100%	100%	100%	100%	100%	99.77%	99.60%	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%	100%	100%	100%	100%	100%	100%	100%	98.77%	100%	100%	99.90%
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%	99.97%	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%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	99.97%

Service	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
Bury Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	99.97%
Bury Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	99.97%
Cardinal Newman College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Carmel College	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	100%	100%	100%	99.82%
Cheadle and Marple Sixth Form College	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%
Cheshire West and Chester Council, Riverside Campus *	100%	100%	100%	100%	99.97%	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%
Cybermoor Service Limited, The Barn									100%	100%	100%	100%	<12 Months
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%	<12 Months
Holy Cross College	100%	100%	100%	100%	100%	100%	100%	98.58%	99.05%	99.60%	100%	100%	99.77%
Hopwood Hall College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hugh Baird College *	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	100%	100%	100%	99.82%
Imperial War Museum, IWM North	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%
Jisc, Churchgate House												100%	<12 Months
Jisc Commercial Limited, Ovid Technology			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
King George V College	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	99.44%	100%	99.95%
Knowsley Community College	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	100%	100%	100%	99.82%
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%	99.56%	100%	100%	99.76%	100%	99.94%

Service	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
Liverpool Hope University *	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Liverpool Institute for Performing Arts	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Liverpool John Moores University *	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Loreto Sixth Form College	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%
Macclesfield College	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%
Manchester Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mid-Cheshire College of Further Education	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
Myerscough College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	99.97%
Myerscough College, Additional Connection	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	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	100%	99.46%	100%	100%	98.99%	100%	100%	97.92%	100%	100%	100%	100%	99.70%
Nelson and Colne College	100%	97.93%	100%	100%	100%	100%	100%	99.03%	96.65%	99.60%	100%	100%	99.43%
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%	99.97%	100%	100%	100%	100%	<12 Months
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%	99.60%	100%	100%	99.97%
Preston College, Link 2		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Priestley College	100%	100%	100%	100%	100%	100%	100%	97.92%	100%	100%	100%	100%	99.83%
Reaseheath College	100%	100%	99.41%	100%	100%	100%	100%	100%	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%

Service	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
Regent College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Riverside College Halton, Halton College Campus	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
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%	99.60%	100%	100%	99.97%
Salford City College, Pendleton Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	99.97%	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%
Salford City Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	99.97%	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%
Seashell Trust	100%	100%	100%	99.74%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
Sir John Deane's College	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
South Cheshire College	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
Southport College *	99.84%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	100%	100%	100%	99.81%
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%	<12 Months
St Helens College	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	100%	100%	100%	99.82%
St Helens Metropolitan Borough Council, Lincoln House			100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	<12 Months
St Helens Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	>99.99%
St Helens Metropolitan Borough Council, Town Hall	100%	100%	100%	100%	99.97%	100%	100%	97.92%	94.61%	100%	100%	100%	99.37%
St John Rigby College	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	100%	100%	100%	99.82%
St Mary's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	99.97%

Service	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
Stockport College	100%	100%	100%	100%	100%	100%	100%	99.97%	99.14%	100%	100%	100%	99.93%
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%	99.16%	100%	100%	100%	99.57%	100%	100%	99.89%
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%
Synetrix Holdings Ltd, Managed Services for JANET users				100%	100%	100%	100%	100%	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, Bankfield Road Campus	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The City of Liverpool College, The Learning Exchange	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Co-operative College	97.69%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%
The David Lewis Centre	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	99.96%
The Liverpool School of Tropical Medicine *	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Manchester College, Openshaw Campus	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%
The Oldham College, Bellis Building	100%	100%	100%	100%	100%	100%	100%	99.97%	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	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%
The University of Bolton *	100%	100%	100%	99.71%	99.97%	100%	100%	100%	100%	100%	100%	100%	99.97%
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	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%

Service	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 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%	100%	100%	100%	100%
University of Chester, Leighton Hospital	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Keele, University Campus *	100%	100%	100%	100%	100%	99.93%	100%	100%	100%	100%	100%	100%	>99.99%
University of Liverpool *	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	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%	99.97%	100%	100%	100%	100%	>99.99%
University of Salford, via Salford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Warrington Collegiate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Cheshire College	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
Wigan & Leigh College, Leigh College	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	100%	100%	100%	99.82%
Wigan & Leigh College, Parson's Walk Centre	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	100%	100%	100%	99.82%
Winstanley College *	100%	100%	100%	100%	100%	100%	100%	97.92%	100%	100%	100%	100%	99.83%
Wirral Metropolitan College	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	100%	100%	99.97%	99.82%
Wirral Metropolitan College, Conway Park Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	99.96%
Workers' Educational Association, North West	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	98.82%	100%	100%	99.73%
Xaverian College	100%	100%	100%	100%	100%	100%	100%	99.97%	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
Birkenhead Sixth Form College	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
Cardinal Newman College, via University of Manchester	18/01/2017 23:20	18/01/2017 23:39	00:00	00:19	Telco Maintenance	Telco emergency maintenance
Carmel College	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
Hugh Baird College	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
Knowsley Community College	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
The City of Liverpool College, Bankfield Road Campus	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
Liverpool Institute for Performing Arts	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
Loreto Sixth Form College	07/01/2017 09:28	07/01/2017 12:17	00:00	02:49	Customer Maintenance	Scheduled maintenance
Loreto Sixth Form College	28/01/2017 09:41	28/01/2017 13:19	00:00	03:38	Customer Maintenance	Customer unscheduled maintenance
Loreto Sixth Form College	29/01/2017 18:29	29/01/2017 22:24	00:00	03:55	Customer Environment	Customer power failure
Myerscough College	18/01/2017 23:29	18/01/2017 23:43	00:00	00:14	Telco Maintenance	Telco emergency maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Priestley College	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
Runshaw College	18/01/2017 23:20	18/01/2017 23:39	00:00	00:19	Telco Maintenance	Telco emergency maintenance
Science and Technology Facilities Council, Daresbury Laboratory, via Liverpool	05/01/2017 10:46	05/01/2017 11:03	00:00	00:17	Unknown	Unknown
NCG, West Lancashire College	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
Southport College, via University of Manchester	06/01/2017 12:58	07/01/2017 00:14	00:00	11:16	Telco Line	Fibre break caused by contractors
Southport College, via University of Manchester	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
St Helens Metropolitan Borough Council, Personal & Community Development	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
St Helens College	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
St John Rigby College	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
St John Rigby College	18/01/2017 23:20	18/01/2017 23:39	00:00	00:19	Telco Maintenance	Telco emergency maintenance
St Mary's College	18/01/2017 23:20	18/01/2017 23:39	00:00	00:19	Telco Maintenance	Telco emergency maintenance
The University of Bolton, Eagle Building	30/01/2017 10:26	30/01/2017 11:21	00:00	00:55	Customer Configuration	Site firewall problem
University of Keele, University Campus, Leisure Centre	10/01/2017 09:09	10/01/2017 09:26	00:00	00:17	Regional Configuration	Routing configuration issue
Winstanley College	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Wirral Metropolitan College	04/01/2017 23:23	05/01/2017 06:00	00:00	06:37	Telco Maintenance	Emergency maintenance in overran
Wirral Metropolitan College	05/01/2017 06:00	05/01/2017 06:14	00:00	00:14	Telco Maintenance	Maintenance overran
Workers' Educational Association, North West	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
St Helens Metropolitan Borough Council, Town Hall	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
London Grid for Learning Trust, Poplar via Manchester	19/01/2017 21:49	19/01/2017 22:32	00:00	00:43	Customer Line	Fibre break on customer provided circuit
Bolton Sixth Form College, Town Centre Campus	13/01/2017 07:23	13/01/2017 09:52	00:00	02:29	Customer Environment	Power issues affecting Bolton Sixth Form College
Wigan & Leigh College, Leigh College	12/01/2017 00:57	12/01/2017 03:48	00:00	02:51	Telco Maintenance	Telco scheduled maintenance
Wigan & Leigh College, Leigh College	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
Wigan & Leigh College, Parson's Walk Centre	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
The Liverpool School of Tropical Medicine, Wolfson Building	17/01/2017 07:21	17/01/2017 07:44	00:00	00:23	Regional Maintenance	Scheduled maintenance
Cybermoor Service Limited, The Barn	07/12/2016 09:18	05/01/2017 18:17	00:00	704:59	Customer Maintenance	Customer unscheduled maintenance