

janet

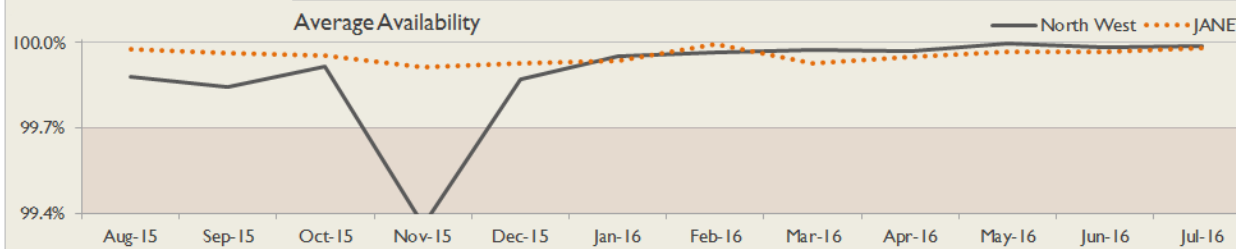
North West Service Report

July 2016

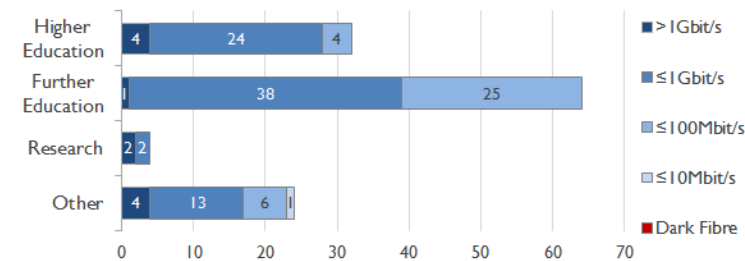


Service Reliability

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



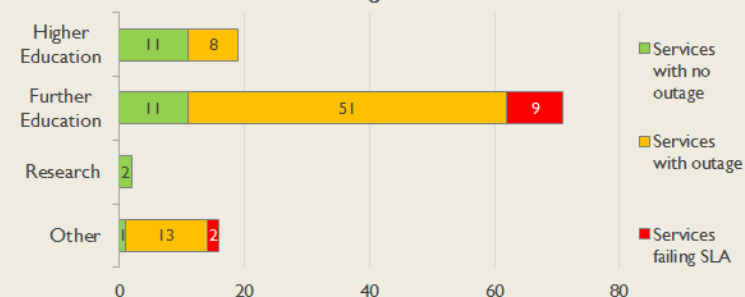
Average Availability of All Services in North West

Jul 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.99%	5	99.89%	567
Mean Time to Repair		Average Faults per Service per Year	
5h 04m		1.41	
Based on 325 faults over the last 24 months			

Average Availability of All Services in Janet

Jul 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.98%	9	99.96%	230
Mean Time to Repair		Average Faults per Service per Year	
5h 42m		0.65	
Based on 1454 faults over the last 24 months			

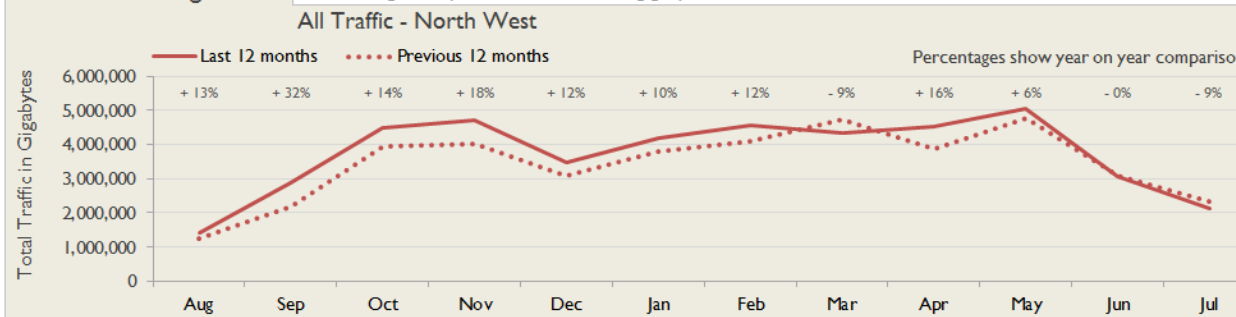
North West Service Outages - Last 12 Months



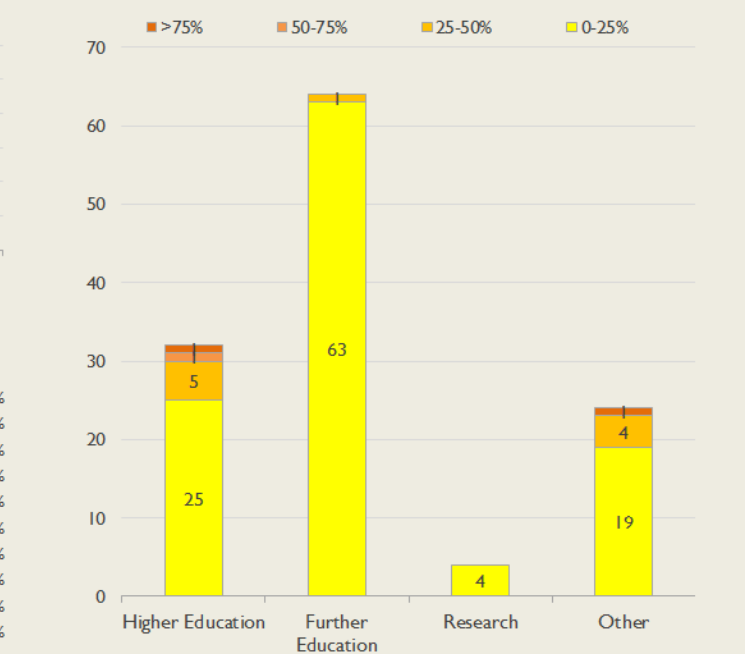
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

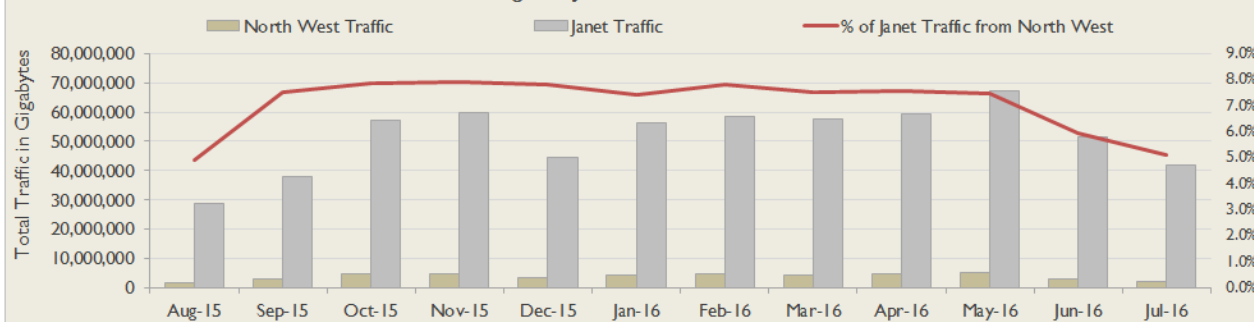
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



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

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

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
Liverpool John Moores University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	>99.99%
Loreto Sixth Form College	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Macclesfield College	100%	100%	100%	98.94%	100%	99.85%	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%	100%	96.78%	100%	100%	100%	100%	99.41%	100%	100%	100%	99.68%
Myerscough College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Myerscough College, Additional Connection	100%	99.60%	100%	100%	100%	100%	100%	99.94%	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%	100%	99.46%	100%	100%	98.99%	100%	99.87%
Nelson and Colne College	100%	100%	100%	98.94%	96.39%	100%	100%	97.93%	100%	100%	100%	100%	99.44%
Newcastle-under-Lyme College	100%	99.89%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Oldham Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Oldham Sixth Form College, Science Centre									100%	100%	100%	100%	<12 Months
Oldham Sixth Form College, Union Street West	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Preston College, Link 1	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Preston College, Link 2								100%	100%	100%	100%	100%	<12 Months
Priestley College	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Reaseheath College	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	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	100%	99.89%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Riverside College Halton, Halton College Campus	100%	100%	100%	98.94%	100%	100%	100%	100%	99.41%	100%	100%	100%	99.86%

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
Rochdale Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Rochdale Sixth Form College	100%	100%	100%	98.94%	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%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Salford City College, Pendleton Sixth Form Centre	100%	99.97%	100%	99.59%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Salford City College, Walkden Sixth Form Centre	100%	99.97%	100%	99.66%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Salford City Council, North West Learning Grid	100%	100%	100%	98.94%	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%	100%	98.94%	100%	100%	100%	100%	100%	99.74%	100%	100%	99.89%
Sir John Deane's College	100%	100%	100%	96.76%	100%	100%	100%	100%	99.41%	100%	100%	100%	99.68%
South Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	99.95%
Southport College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southport College	94.67%	100%	100%	95.32%	96.39%	100%	99.84%	100%	100%	100%	99.97%	100%	98.85%
Staffordshire University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Helens College	100%	100%	100%	95.32%	100%	100%	100%	100%	100%	100%	99.97%	100%	99.61%
St Helens Metropolitan Borough Council, Personal & Community Development	100%	95.95%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	99.66%
St Helens Metropolitan Borough Council, Town Hall	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	>99.99%
St Helens Metropolitan Borough Council, Lincoln House									100%	100%	100%	100%	<12 Months
St John Rigby College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	>99.99%
St Mary's College	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
Stockport College	100%	100%	100%	98.94%	99.19%	100%	100%	100%	100%	100%	100%	100%	99.84%
Stockport Metropolitan Borough Council *	100%	100%	94.92%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	99.49%
Stockton Riverside College, via Telecity Powergate	100%	100%	100%	100%	100%	99.22%	100%	100%	100%	100%	100%	99.16%	99.87%
Stoke-on-Trent College, Burslem Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stoke-on-Trent College	100%	99.97%	97.92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
Synetrix Holdings Ltd, Managed Services for JANET users										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%	98.51%	99.29%	100%	100%	100%	100%	99.97%	100%	99.81%
The City of Liverpool College, The Learning Exchange	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
The Co-operative College	100%	100%	100%	98.94%	100%	100%	97.69%	100%	100%	100%	100%	100%	99.72%
The David Lewis Centre	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	99.57%	99.88%
The Liverpool School of Tropical Medicine	99.79%	100%	100%	100%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
The Liverpool School of Tropical Medicine	99.79%	100%	100%	100%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
The Manchester College, Openshaw Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Oldham College, University Campus Oldham	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
The Oldham College, Bellis Building	100%	100%	100%	98.94%	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%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
The University of Bolton *	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.71%	99.97%	100%	99.97%
The University of Manchester *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
Trafford College, The Centre for Science and Technology	100%	100%	100%	98.94%	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%
Trafford Metropolitan Borough Council, North West Learning Grid *	100%	100%	100%	98.94%	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	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%	<12 Months
University of Keele, University Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%	>99.99%
University of Liverpool *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	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%	100%	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
West Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	99.95%
Wigan & Leigh College, Sixth Form Centre - Leigh	100%	100%	100%	98.94%	100%	100%	100%	100%	100%	100%	99.97%	100%	99.91%
Wigan & Leigh College, Parson's Walk Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	>99.99%
Winstanley College	94.67%	100%	100%	95.32%	96.39%	96.33%	100%	100%	100%	100%	100%	100%	98.56%
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%	100%	99.97%	100%	>99.99%
Workers' Educational Association, North West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	>99.99%
Xaverian College	100%	100%	100%	98.94%	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
Nelson and Colne College	21/07/2016 21:13	21/07/2016 21:52	00:00	00:39	Customer Environment	Power issues affecting Nelson and Colne College
Ashton Sixth Form College	02/07/2016 10:30	02/07/2016 11:36	00:00	01:06	Regional Maintenance	Scheduled maintenance
City of Stoke-on-Trent Sixth Form College, Link 2	16/07/2016 11:59	16/07/2016 13:25	00:00	01:26	Regional Maintenance	PoP unscheduled maintenance
City of Stoke-on-Trent Sixth Form College, Link 2	16/07/2016 17:08	16/07/2016 17:38	00:00	00:30	Regional Maintenance	PoP unscheduled maintenance
Edge Hill University, Durning Centre	02/07/2016 10:30	02/07/2016 11:36	00:00	01:06	Regional Maintenance	Scheduled maintenance
Harper Adams University, via Keele	16/07/2016 17:08	16/07/2016 17:38	00:00	00:30	Regional Maintenance	PoP unscheduled maintenance
Langdon College	11/07/2016 03:41	11/07/2016 04:11	00:00	00:30	Telco Maintenance	Telco emergency maintenance
Preston College, Link 1	30/07/2016 09:51	30/07/2016 12:53	00:00	03:02	Customer Maintenance	Planned power outage
Reaseheath College	02/07/2016 06:40	02/07/2016 14:40	00:00	08:00	Customer Maintenance	Unscheduled power maintenance at Reaseheath College
Runshaw College	22/07/2016 19:51	23/07/2016 12:40	00:00	16:49	Customer Environment	Power issues affecting Runshaw College
St John Rigby College	22/07/2016 12:28	22/07/2016 12:49	00:00	00:21	Customer Maintenance	Unscheduled power maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
St John Rigby College	22/07/2016 12:52	22/07/2016 13:04	00:00	00:12	Customer Maintenance	Unscheduled power maintenance
Staffordshire University, Leek Road Campus	16/07/2016 11:59	16/07/2016 13:25	00:00	01:26	Regional Maintenance	PoP unscheduled maintenance
Tameside College, via University of Manchester	02/07/2016 10:30	02/07/2016 11:36	00:00	01:06	Regional Maintenance	Scheduled maintenance
The David Lewis Centre	29/07/2016 10:59	29/07/2016 14:53	00:41	03:13	Telco Equipment	Faulty SFP at telco exchange
The Manchester College, Openshaw Campus	02/07/2016 10:30	02/07/2016 11:36	00:00	01:06	Regional Maintenance	Scheduled maintenance
The University of Manchester, Reynolds House	02/07/2016 10:30	02/07/2016 11:36	00:00	01:06	Regional Maintenance	Scheduled maintenance
Trafford College, Altrincham Campus	02/07/2016 10:30	02/07/2016 11:36	00:00	01:06	Regional Maintenance	Scheduled maintenance
University of Keele, University Campus, Library and IT Services	16/07/2016 11:59	16/07/2016 13:25	00:00	01:26	Regional Maintenance	PoP unscheduled maintenance
University of Keele, University Campus, Library and IT Services	16/07/2016 17:08	16/07/2016 17:38	00:00	00:30	Regional Maintenance	PoP unscheduled maintenance
University of Keele, University Campus, Leisure Centre	16/07/2016 17:08	16/07/2016 17:38	00:00	00:30	Regional Maintenance	PoP unscheduled maintenance
Salford City Council, North West Learning Grid	02/07/2016 15:07	02/07/2016 17:12	00:00	02:05	Customer Equipment	Faulty attenuator at b-end
University of Salford, via Manchester	02/07/2016 10:30	02/07/2016 12:12	00:00	01:42	Regional Maintenance	Scheduled maintenance
The Open University, Manchester	02/07/2016 10:30	02/07/2016 12:12	00:00	01:42	Regional Maintenance	Scheduled maintenance
Stockton Riverside College, via Telecity Powergate	29/07/2016 03:04	29/07/2016 09:21	00:00	06:17	Telco Equipment	Faulty FPC on telco network

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Preston College, Link 2	30/07/2016 12:11	30/07/2016 12:59	00:00	00:48	Customer Maintenance	Planned power outage
Oldham Sixth Form College, Science Centre	05/07/2016 22:28	05/07/2016 22:43	00:00	00:15	Telco Maintenance	Scheduled maintenance within North West Region
Jisc Commercial Limited, Ovid Technology	02/07/2016 10:30	02/07/2016 12:12	00:00	01:42	Regional Maintenance	Scheduled maintenance