

janet

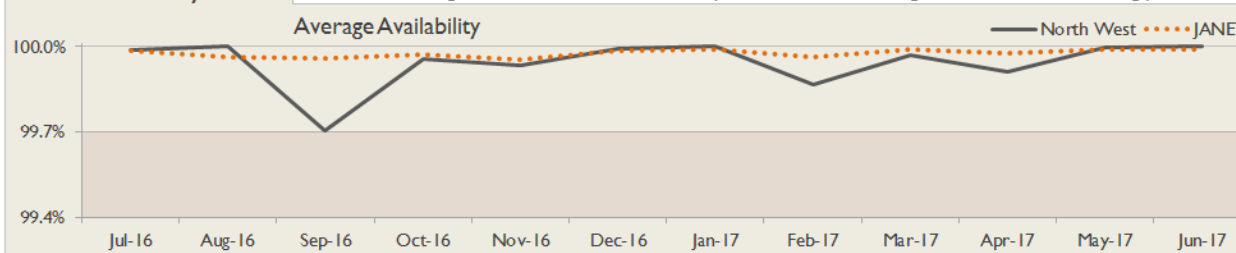
North West Service Report

June 2017



Service Reliability

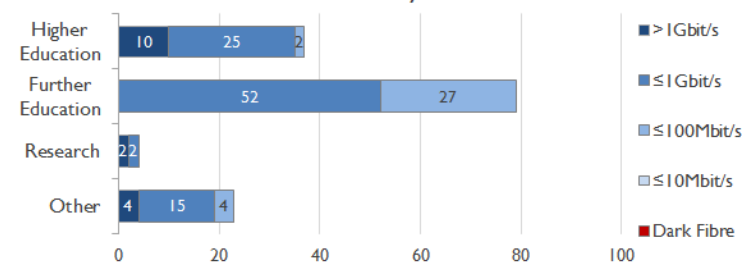
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



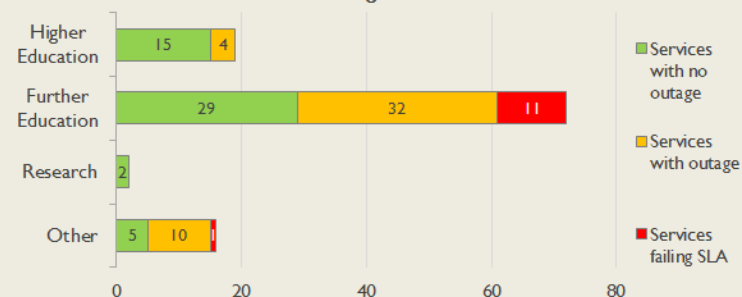
Average Availability of All Services in North West				Average Availability of All Services in Janet			
Jun 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jun 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.94%	299	>99.99%	4	99.97%	132
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 33m		1.25		6h 24m		0.45	
Based on 285 faults over the last 24 months				Based on 1003 faults over the last 24 months			

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

Connections in North West by Contractual Bandwidth

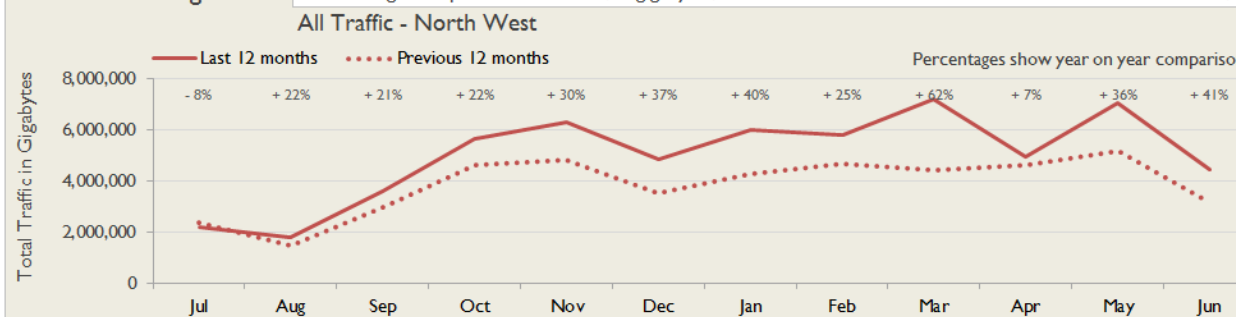


North West Service Outages - Last 12 Months

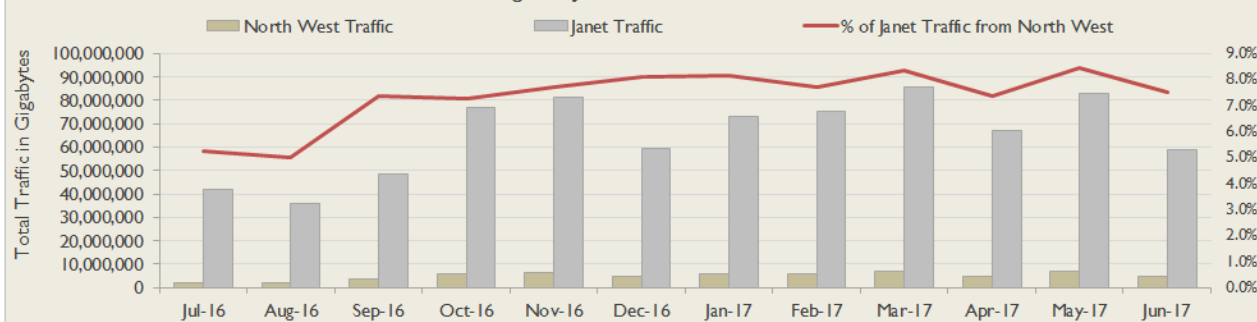


Connection Usage

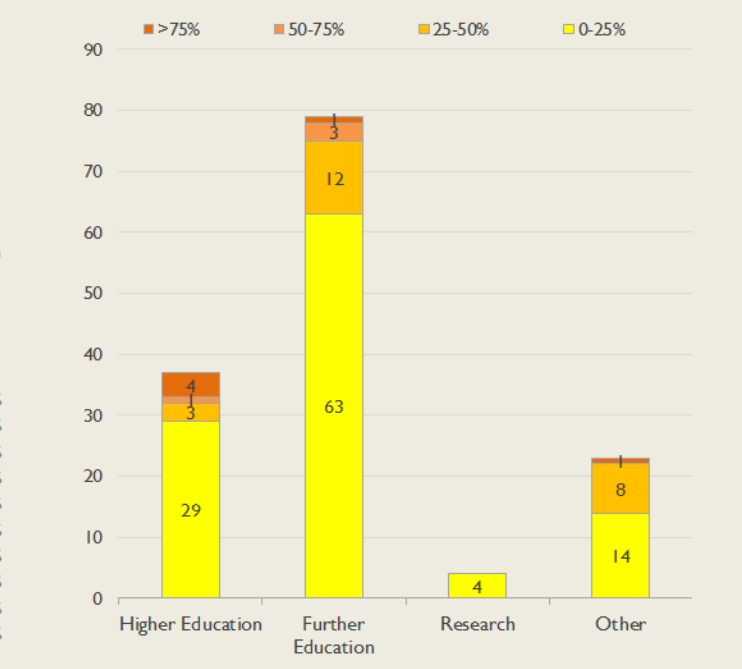
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



North West Traffic Against Janet Traffic



% Utilisation of Available Contractual Bandwidth at 90th Percentile



## 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	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	12 Month Rolling Availability
Accrington and Rossendale College	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	99.97%
Aquinas College	100%	100%	100%	99.33%	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	100%	100%	97.99%	100%	100%	100%	100%	97.51%	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%	100%	100%	99.90%	99.60%	100%	100%	100%	100%	100%	100%	100%	99.96%
Blackpool and The Fylde College, South Building Annex	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	99.96%
Blackpool and The Fylde College, University Centre	100%	100%	100%	99.77%	99.60%	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%	100%	100%	99.60%	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	100%	100%	99.97%	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%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	99.97%

Service	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	12 Month Rolling Availability
Bury Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	99.97%
Bury Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	99.60%	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	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	99.67%
Cheadle and Marple Sixth Form College	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Cheshire West and Chester Council, Riverside Campus *	100%	100%	100%	100%	100%	100%	100%	99.18%	100%	99.83%	100%	100%	99.92%
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%	100%	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%	100%	100%	100%	100%	100%	<12 Months
Holy Cross College	100%	100%	98.58%	99.57%	99.60%	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 *	100%	100%	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Imperial War Museum, IWM North	100%	100%	99.97%	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%	100%	100%	99.44%	100%	99.18%	100%	99.83%	100%	100%	99.87%
Knowsley Community College	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	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	100%	100%	99.56%	100%	100%	99.76%	100%	100%	100%	100%	100%	100%	99.94%
Liverpool Hope University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	12 Month Rolling Availability
Liverpool Institute for Performing Arts	100%	100%	100%	100%	100%	100%	100%	99.18%	100%	99.25%	100%	100%	99.87%
Liverpool John Moores University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loreto Sixth Form College	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
LTE Group, The Manchester College *	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Macclesfield College	100%	100%	99.97%	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%	<12 Months
Manchester Metropolitan University, Crewe Campus												100%	<12 Months
Mid-Cheshire College of Further Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Myerscough College	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	99.97%
Myerscough College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	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%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	99.67%
Nelson and Colne College	100%	100%	99.03%	96.65%	99.60%	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	100%	100%	99.97%	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%	100%	100%	99.60%	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%

Service	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	12 Month Rolling Availability
Priestley College	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	99.67%
Reaseheath College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%
Riverside College Halton, Halton College Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	99.60%	100%	100%	100%	100%	100%	100%	100%	99.97%
Salford City College, Pendleton Sixth Form Centre	100%	100%	99.97%	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%
Salford City Council, North West Learning Grid	100%	100%	99.97%	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%
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%	100%	100%	100%	100%	100%	100%
South Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southport College *	100%	100%	97.99%	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%
Staffordshire University, Stoke-on-Trent Express Route *					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
St Helens College	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	99.67%
St Helens Metropolitan Borough Council, Lincoln House	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
St Helens Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	99.84%

Service	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	12 Month Rolling Availability
St Helens Metropolitan Borough Council, Town Hall	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	99.67%
St John Rigby College	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	99.67%
St Mary's College	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	99.97%
Stockport College	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Stockport Metropolitan Borough Council *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockton Riverside College, via Telecity Powergate	99.16%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	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%
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%	100%	100%	99.87%	100%	99.99%
The Co-operative College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The David Lewis Centre	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
The Liverpool School of Tropical Medicine *	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.25%	100%	100%	99.94%
The Oldham College, Bellis Building	100%	100%	99.97%	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	100%	100%	99.97%	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	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%

Service	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 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%	100%	100%	100%	99.18%	100%	99.83%	100%	100%	99.92%
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 Manchester	100%	100%	99.97%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wigan & Leigh College, Leigh College	100%	100%	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Wigan & Leigh College, Parson's Walk Centre	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	99.67%
Winstanley College *	100%	100%	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Wirral Metropolitan College	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	99.67%
Wirral Metropolitan College, Conway Park Campus	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	99.96%
Workers' Educational Association, North West	100%	100%	97.99%	100%	98.82%	100%	100%	99.18%	99.68%	99.25%	100%	100%	99.58%
Xaverian College	100%	100%	99.97%	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
Burnley College, Link 1	21/06/2017 00:05	21/06/2017 00:34	00:00	00:29	Telco Scheduled Maintenance	Scheduled Telco maintenance
Nelson and Colne College	21/06/2017 00:05	21/06/2017 00:34	00:00	00:29	Telco Scheduled Maintenance	Scheduled Telco maintenance
Carmel College	02/06/2017 11:28	02/06/2017 15:55	00:00	04:27	Customer Environment	Site wide power outage
Cheadle and Marple Sixth Form College, via University of Liverpool	29/06/2017 22:06	29/06/2017 22:29	00:00	00:23	Telco Scheduled Maintenance	Telco scheduled maintenance - Cheadle and Marple Sixth Form College
City of Stoke-on-Trent Sixth Form College, Link 2	10/06/2017 08:52	10/06/2017 09:16	00:00	00:24	Regional Network Scheduled Maintenance	Scheduled power maintenance
Liverpool Hope University, Frances Mary Lescher Building	08/06/2017 07:08	08/06/2017 07:16	00:00	00:08	Regional Network Scheduled Maintenance	Scheduled maintenance
Liverpool Hope University, Sheppard Worlock Library	24/06/2017 11:46	24/06/2017 13:12	00:00	01:26	Customer Scheduled Maintenance	Customer scheduled maintenance
Liverpool John Moores University, JMU Tower	24/06/2017 11:46	24/06/2017 13:12	00:00	01:26	Customer Scheduled Maintenance	Customer scheduled maintenance
Natural Environment Research Council, National Oceanography Centre, Liverpool, via Brownlow Hill	08/06/2017 08:29	08/06/2017 08:40	00:00	00:11	Regional Network	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Scheduled Maintenance	
Natural Environment Research Council, National Oceanography Centre, Liverpool, via LJMU	08/06/2017 08:09	08/06/2017 08:24	00:00	00:15	Regional Network Scheduled Maintenance	Scheduled maintenance
Staffordshire University, Leek Road Campus	10/06/2017 08:52	10/06/2017 09:16	00:00	00:24	Regional Network Scheduled Maintenance	Scheduled power maintenance
LTE Group, The Manchester College, Northenden Campus - Joule House	28/06/2017 11:17	28/06/2017 12:14	00:00	00:57	Customer Line	Customer fibre break in Third-party network
Trafford College, Altrincham Campus	13/06/2017 02:23	13/06/2017 03:23	00:00	01:00	Customer Environment	Site wide power outage
Trafford College, Altrincham Campus	14/06/2017 20:46	15/06/2017 13:42	00:00	16:56	Customer Environment	Wide area power outage
University of Keele, University Campus, Library and IT Services	10/06/2017 08:55	10/06/2017 15:10	00:00	06:15	Regional Network Scheduled Maintenance	Scheduled power maintenance
Wirral Metropolitan College	11/06/2017 19:34	11/06/2017 20:05	00:31	00:00	Telco Equipment	Faulty card on Telco network
Bolton Sixth Form College, Town Centre Campus	01/06/2017 12:43	01/06/2017 12:58	00:00	00:15	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Bolton Sixth Form College, Town Centre Campus	01/06/2017 14:52	01/06/2017 15:07	00:00	00:15	Customer Unscheduled Maintenance	Site electrical maintenance
Blackpool and The Fylde College, University Centre	15/06/2017 00:09	15/06/2017 05:25	00:00	05:16	Telco Scheduled Maintenance	Telco scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Redcar and Cleveland College, via Telecity Powergate	01/06/2017 20:28	01/06/2017 21:23	00:00	00:55	Customer Environment	Wide area power outage
Jisc Commercial Limited, Ovid Technology	13/06/2017 18:08	13/06/2017 18:27	00:00	00:19	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Manchester Metropolitan University, Crewe Campus	08/06/2017 08:31	08/06/2017 08:40	00:00	00:09	Regional Network Scheduled Maintenance	Scheduled maintenance