

janet

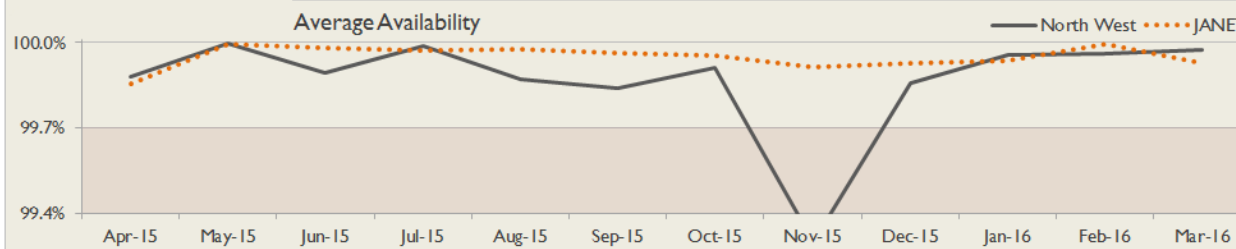
North West Service Report

March 2016

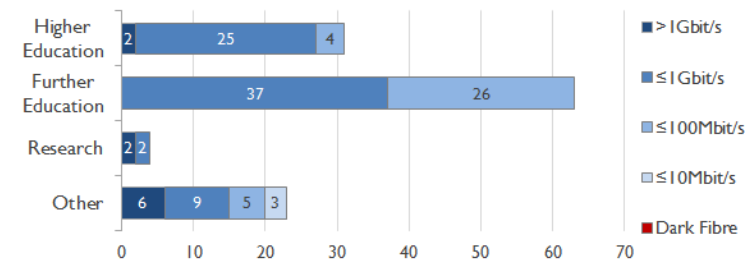


Service Reliability

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

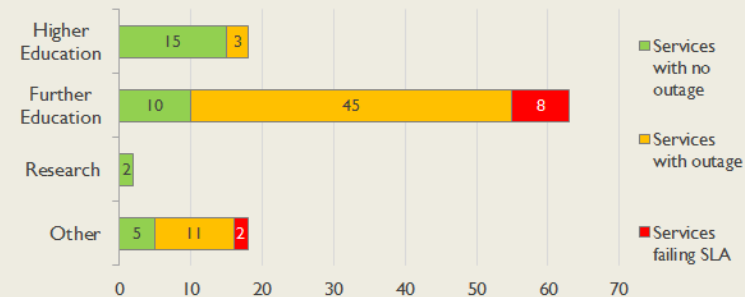


Connections in North West by Contractual Bandwidth



Average Availability of All Services in North West				Average Availability of All Services in Janet			
Mar 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	11	99.87%	683	99.92%	34	99.95%	260
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 28m		1.52		5h 30m		0.69	
Based on 311 faults over the last 24 months				Based on 1489 faults over the last 24 months			

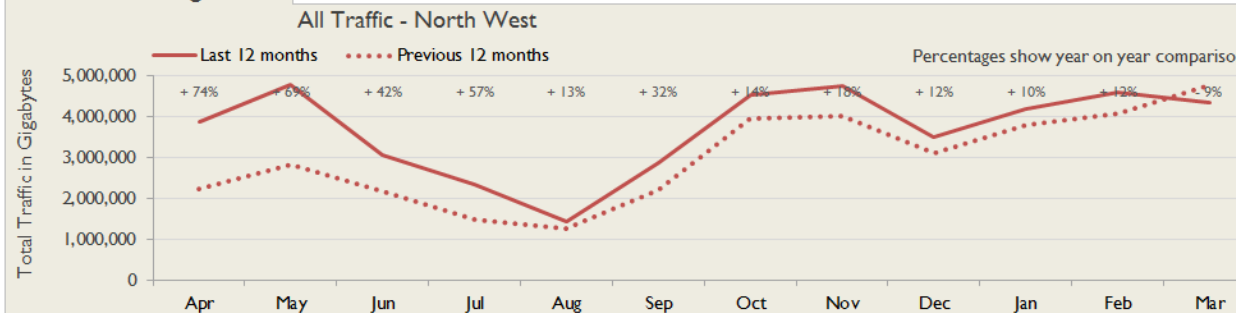
North West Service Outages - Last 12 Months



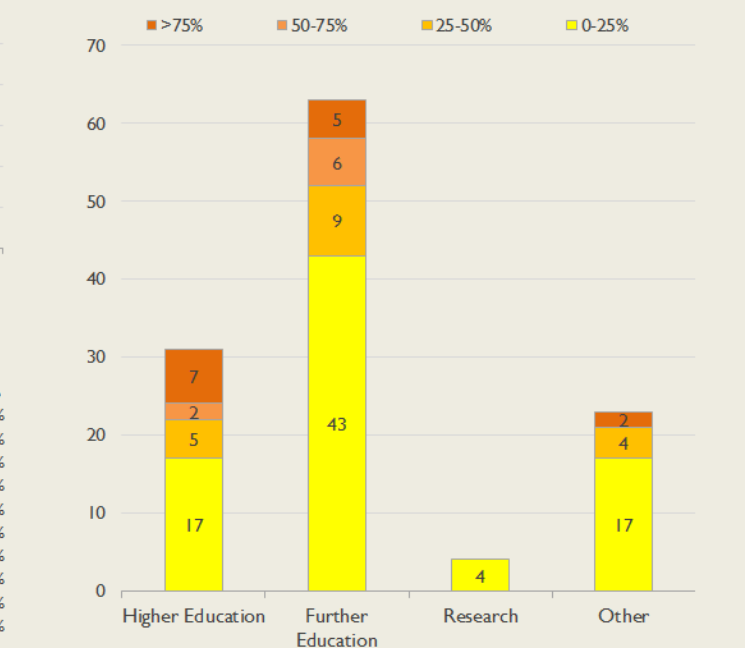
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

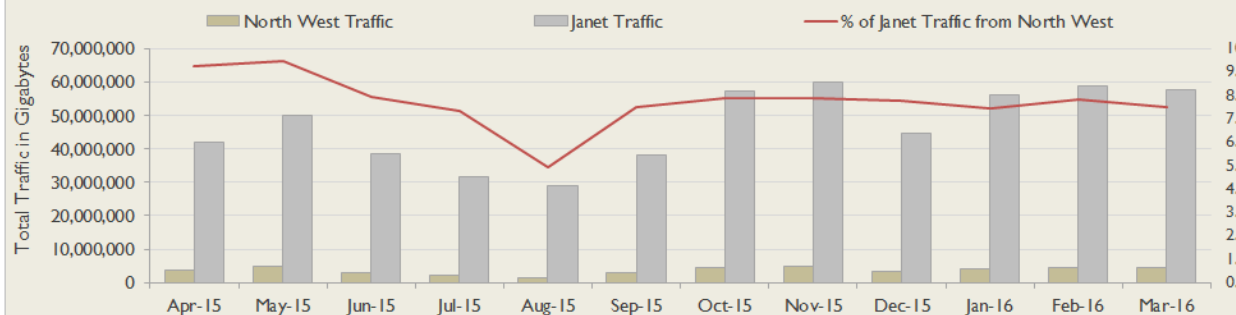
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



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

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
Bury Metropolitan Borough Council, Personal & Community Development	99.80%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.89%
Cardinal Newman College	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.91%
Carmel College	100%	100%	100%	100%	100%	95.95%	100%	100%	100%	100%	100%	100%	99.66%
Cheadle and Marple Sixth Form College	99.51%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.87%
Cheshire West and Chester Council, Riverside Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Stoke-on-Trent Sixth Form College *	100%	100%	100%	100%	100%	100%	97.92%	100%	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	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.87%
Hopwood Hall College	99.72%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.89%
Hugh Baird College	100%	100%	100%	100%	100%	95.95%	100%	100%	100%	100%	100%	100%	99.66%
Imperial War Museum, IWM North	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.87%
King George V College	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.91%
Knowsley Community College	100%	100%	100%	100%	100%	95.95%	100%	100%	100%	100%	100%	100%	99.66%
Langdon College	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	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%	98.94%	100%	100%	100%	100%	99.91%
Macclesfield College	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	99.85%	100%	100%	99.86%
Manchester Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
Media City UK, via Manchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Media City UK, via Salford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mid-Cheshire College	100%	100%	100%	100%	100%	100%	100%	96.78%	100%	100%	100%	100%	99.73%
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.46%	99.95%
Nelson and Colne College	100%	100%	100%	100%	100%	100%	100%	98.94%	96.39%	100%	100%	97.93%	99.44%
Newcastle-under-Lyme College	100%	100%	100%	100%	100%	99.89%	100%	100%	100%	100%	100%	100%	>99.99%
Oldham Metropolitan Borough Council, North West Learning Grid	100%	100%	99.84%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.90%
Oldham Sixth Form College	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.87%
Preston College, Link I	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.91%
Priestley College	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.87%
Reaseheath College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Regent College Limited	100%	100%	100%	100%	100%	99.89%	100%	100%	100%	100%	100%	100%	>99.99%
Riverside College Halton, Halton College Campus	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.87%
Rochdale Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.91%
Rochdale Sixth Form College	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	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%	98.94%	100%	100%	100%	100%	99.91%
Salford City College, Pendleton Sixth Form Centre	100%	100%	100%	100%	100%	99.97%	100%	99.59%	100%	100%	100%	100%	99.96%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
Salford City College, Walkden Sixth Form Centre	100%	100%	100%	100%	100%	99.97%	100%	99.66%	100%	100%	100%	100%	99.97%
Salford City Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	98.94%	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	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.87%
Sir John Deane's College	100%	100%	100%	100%	100%	100%	100%	96.76%	100%	100%	100%	100%	99.73%
South Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southport College	99.43%	100%	94.89%	100%	94.67%	100%	100%	95.32%	96.39%	100%	99.84%	100%	98.38%
Staffordshire University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Helens College	100%	100%	100%	100%	100%	100%	100%	95.32%	100%	100%	100%	100%	99.61%
St Helens Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Helens Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	95.95%	100%	100%	100%	100%	100%	100%	99.66%
St John Rigby College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Mary's College	99.52%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.87%
Stockport College	99.72%	100%	100%	100%	100%	100%	100%	98.94%	99.19%	100%	100%	100%	99.82%
Stockport Metropolitan Borough Council, Enterprise House	99.80%	100%	100%	100%	100%	100%	94.92%	98.94%	100%	100%	100%	100%	99.47%
Stockport Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.91%
Stoke-on-Trent College	100%	100%	100%	100%	100%	99.97%	97.92%	100%	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	100%	100%	100%	100%	100%	100%	100%	100%	98.51%	99.29%	100%	100%	99.82%

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

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
Warrington Collegiate	100%	100%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.91%
West Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	99.93%	100%	100%	100%	100%	100%	98.94%	100%	100%	100%	100%	99.91%
Winstanley College	99.43%	100%	94.90%	100%	94.67%	100%	100%	95.32%	96.39%	96.33%	100%	100%	98.09%
Wirral Metropolitan College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	98.94%	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	24/03/2016 09:03	25/03/2016 01:19	00:54	15:22	Telco Line	Fibre break
Bridge College	23/03/2016 23:41	23/03/2016 23:51	00:00	00:10	Unknown	Site investigated no cause found
Carmel College	08/03/2016 00:07	08/03/2016 01:12	00:00	01:05	Unknown	No response from customer
Cheadle and Marple Sixth Form College	29/03/2016 12:17	29/03/2016 12:29	00:00	00:12	Customer Maintenance	Customer unscheduled maintenance
Edge Hill University, CMIST Building	15/03/2016 07:14	15/03/2016 07:36	00:00	00:22	Regional Maintenance	Scheduled maintenance
Edge Hill University, Durning Centre	16/03/2016 22:23	16/03/2016 23:45	00:00	01:22	Telco Maintenance	Scheduled Maintenance
Hopwood Hall College	14/03/2016 00:50	14/03/2016 00:56	00:00	00:06	Telco Maintenance	Scheduled Telco maintenance
Loreto Sixth Form College	14/03/2016 00:50	14/03/2016 00:56	00:00	00:06	Telco Maintenance	Scheduled Telco maintenance
Science and Technology Facilities Council, Daresbury Laboratory, via Liverpool	15/03/2016 07:37	15/03/2016 07:51	00:00	00:14	Regional Maintenance	Scheduled maintenance
NCG, West Lancashire College	08/03/2016 11:53	08/03/2016 15:56	00:00	04:03	Telco Configuration	Configuration issue on telco kit
St Helens College	07/03/2016 22:14	08/03/2016 03:19	00:00	05:05	Customer Maintenance	Customer Unscheduled maintenance
Stockport College	14/03/2016 00:50	14/03/2016 00:56	00:00	00:06	Telco Maintenance	Scheduled Telco maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The University of Bolton, Deane Building	15/03/2016 07:14	15/03/2016 07:36	00:00	00:22	Regional Maintenance	Scheduled maintenance
University of Chester, Chester Campus	08/03/2016 06:56	08/03/2016 07:12	00:00	00:16	Unknown	Unknown
Winstanley College	16/03/2016 22:23	17/03/2016 00:11	00:00	01:48	Telco Maintenance	Scheduled Maintenance
Bolton Metropolitan Borough Council, North West Learning Grid	16/03/2016 22:24	17/03/2016 02:00	00:00	03:36	Telco Maintenance	Scheduled Maintenance
London Grid for Learning Trust, Orpington via Manchester	09/03/2016 01:11	09/03/2016 15:33	08:53	05:29	Telco Line	Loose patch at telco PoP
University of Chester, Leighton Hospital	16/03/2016 16:32	16/03/2016 16:47	00:00	00:15	Customer Maintenance	Customer maintenance