

janet

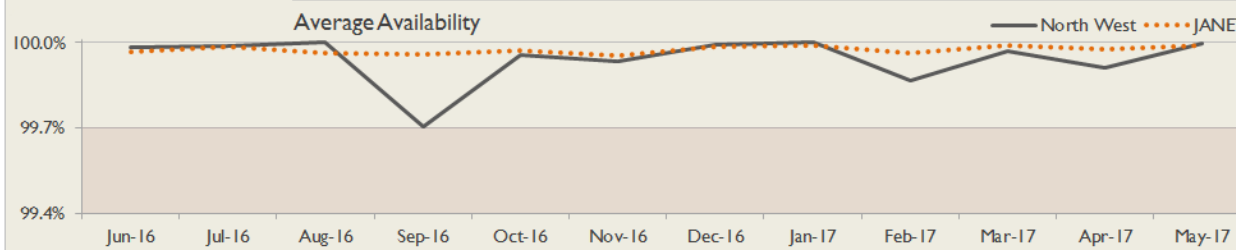
North West Service Report

May 2017

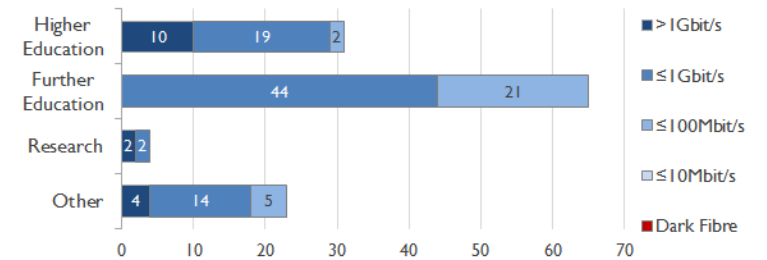


Service Reliability

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

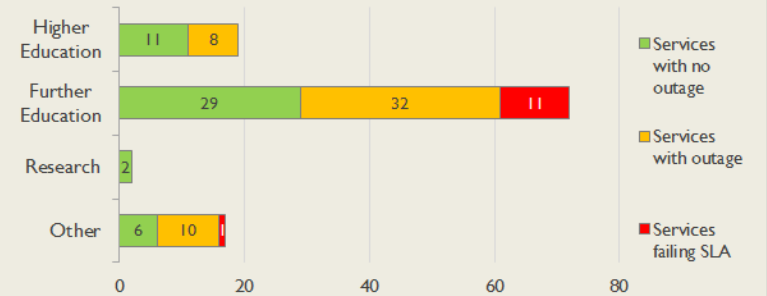


Connections in North West by Contractual Bandwidth



Average Availability of All Services in North West				Average Availability of All Services in Janet			
May 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	May 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	1	99.94%	306	99.99%	5	99.97%	144
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 41m		1.28		6h 17m		0.47	
Based on 289 faults over the last 24 months				Based on 1029 faults over the last 24 months			

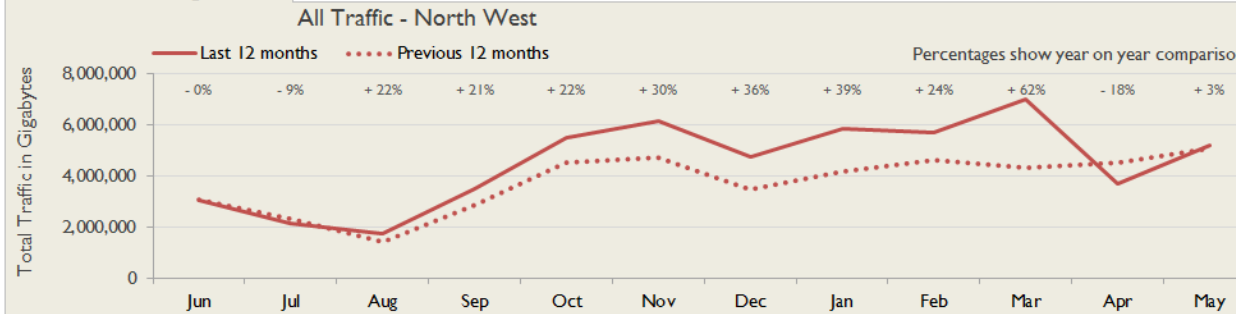
North West Service Outages - Last 12 Months



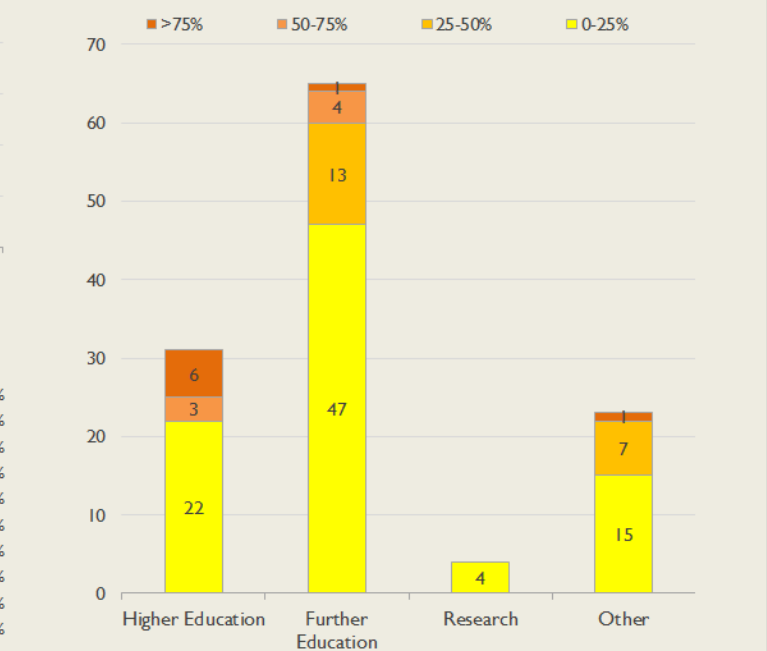
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

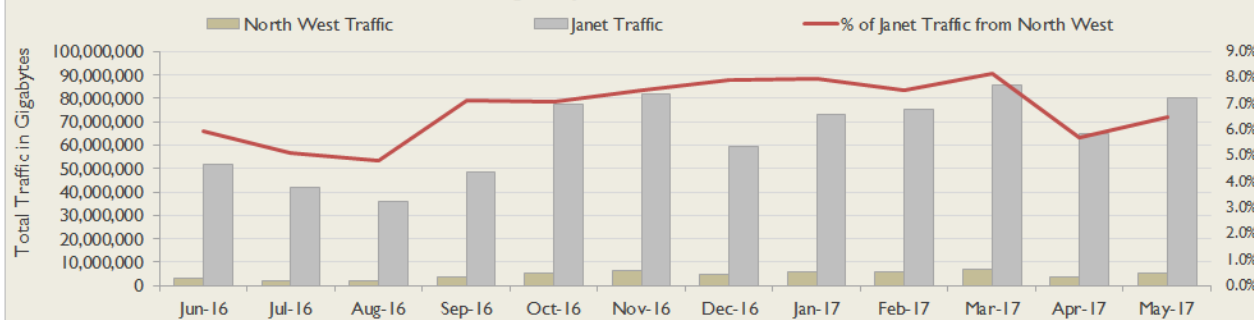
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



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

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
Bury Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	99.97%
Bury Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	99.60%	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	99.97%	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	99.67%
Cheadle and Marple Sixth Form College	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Cheshire West and Chester Council, Riverside Campus *	99.97%	100%	100%	100%	100%	100%	100%	100%	99.18%	100%	99.83%	100%	99.91%
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%	<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%	<12 Months
Holy Cross College	100%	100%	100%	98.58%	99.57%	99.60%	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 *	99.97%	100%	100%	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Imperial War Museum, IWM North	100%	100%	100%	99.97%	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	99.97%	100%	100%	100%	100%	100%	99.44%	100%	99.18%	100%	99.83%	100%	99.87%
Knowsley Community College	99.97%	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	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%	100%	99.56%	100%	100%	99.76%	100%	100%	100%	100%	100%	99.94%
Liverpool Hope University *	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
Liverpool Institute for Performing Arts	99.97%	100%	100%	100%	100%	100%	100%	100%	99.18%	100%	99.25%	100%	99.87%
Liverpool John Moores University *	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Loreto Sixth Form College	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Macclesfield College	100%	100%	100%	99.97%	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%
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%	100%	99.60%	100%	100%	100%	100%	100%	100%	99.97%
Myerscough College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	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	98.99%	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	99.59%
Nelson and Colne College	100%	100%	100%	99.03%	96.65%	99.60%	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%	100%	99.97%	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%	100%	99.60%	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%
Priestley College	100%	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	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%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 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%	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%	100%	99.60%	100%	100%	100%	100%	100%	100%	99.97%
Salford City College, Pendleton Sixth Form Centre	100%	100%	100%	99.97%	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%	100%	99.97%	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 *	99.97%	100%	100%	97.99%	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%	<12 Months
St Helens College	99.97%	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	99.67%
St Helens Metropolitan Borough Council, Lincoln House	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
St Helens Metropolitan Borough Council, Personal & Community Development	99.97%	100%	100%	100%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	99.84%
St Helens Metropolitan Borough Council, Town Hall	99.97%	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	99.67%
St John Rigby College	99.97%	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	99.67%
St Mary's College	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	99.97%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
Stockport College	100%	100%	100%	99.97%	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	100%	99.16%	100%	100%	100%	99.57%	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%
Synetrix Holdings Ltd, Managed Services for JANET users	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%	100%	99.87%	99.99%
The Co-operative College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The David Lewis Centre	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
The Liverpool School of Tropical Medicine	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.25%	100%	99.93%
The Manchester College, Northenden Campus	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Oldham College, Bellis Building	100%	100%	100%	99.97%	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%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The University of Bolton *	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Trafford Metropolitan Borough Council, North West Learning Grid *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
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	99.97%	100%	100%	100%	100%	100%	100%	100%	99.18%	100%	99.83%	100%	99.91%
University of Keele, University Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Liverpool *	99.97%	100%	100%	100%	100%	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%	99.97%	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	99.97%	100%	100%	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Wigan & Leigh College, Parson's Walk Centre	99.97%	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	99.67%
Winstanley College *	100%	100%	100%	97.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Wirral Metropolitan College	99.97%	100%	100%	97.99%	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	99.67%
Wirral Metropolitan College, Conway Park Campus	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	99.96%
Workers' Educational Association, North West	99.97%	100%	100%	97.99%	100%	98.82%	100%	100%	99.18%	99.68%	99.25%	100%	99.57%
Xaverian College	100%	100%	100%	99.97%	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 2	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Hugh Baird College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Loreto Sixth Form College	20/05/2017 09:37	20/05/2017 12:18	00:00	02:41	Customer Scheduled Maintenance	Site power maintenance
NCG, West Lancashire College	11/05/2017 00:13	11/05/2017 00:24	00:11	00:00	Telco Emergency Maintenance	Telco emergency maintenance
St Helens College	26/05/2017 07:09	26/05/2017 08:49	00:00	01:40	Customer Environment	Customer power issue
St John Rigby College	15/05/2017 10:26	15/05/2017 15:53	00:00	05:27	Customer Environment	Power failure
The Manchester College, Northenden Campus, Openshaw Campus	08/05/2017 09:27	17/05/2017 17:39	00:00	224:12	Customer Scheduled Maintenance	Customer scheduled maintenance
The City of Liverpool College, The Learning Exchange	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Myerscough College, Additional Connection	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug