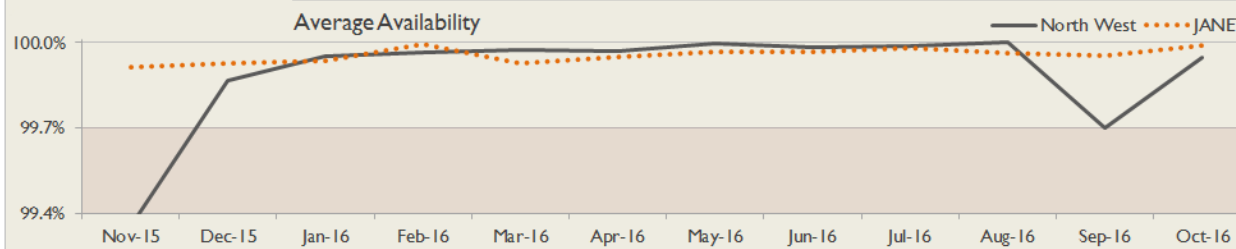# janet

North West Service Report

October 2016
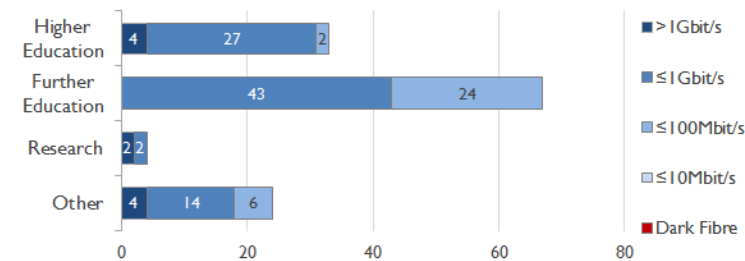
Jisc

Service Reliability

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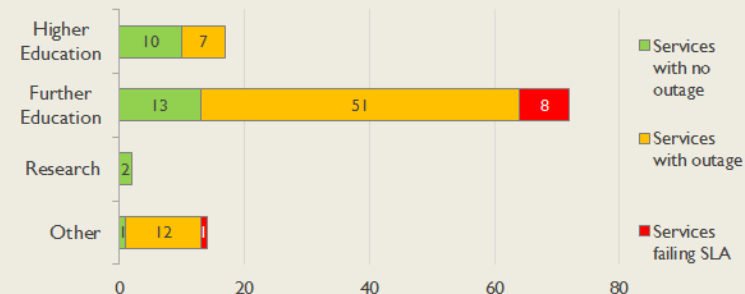
Average Availability

Legend: North West, JANET

Connections in North West by Contractual Bandwidth

	> 1Gbit/s	≤ 1Gbit/s	≤ 100Mbit/s	≤ 10Mbit/s	Dark Fibre
Higher Education	4	27	2		
Further Education		43	24		
Research	2	2			
Other	4	14	6		

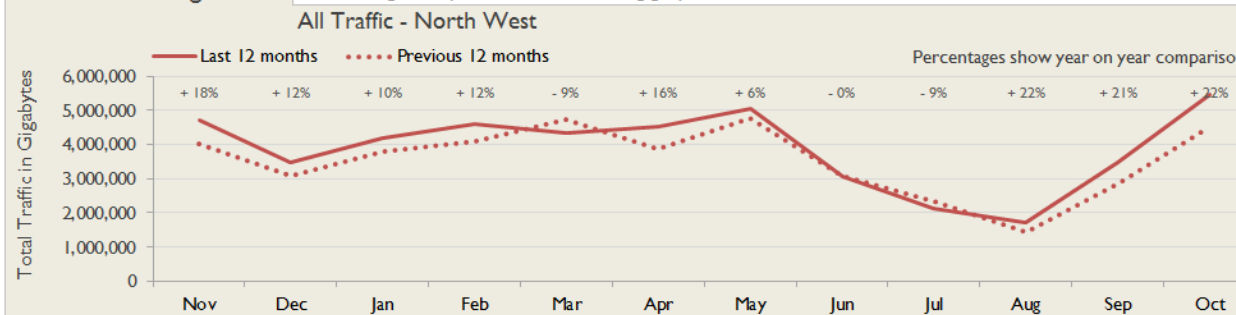|	Oct 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Oct 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
	Average Availability of All Services in North West				**Average Availability of All Services in Janet**			
	99.95%	24	99.89%	566	99.99%	5	99.96%	230
	Mean Time to Repair	Average Faults per Service per Year			Mean Time to Repair	Average Faults per Service per Year		
	5h 11m	**1.57**			**5h 51m**	**0.59**		
	Based on 362 faults over the last 24 months				Based on 1319 faults over the last 24 months			

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

North West Service Outages - Last 12 Months

	Services with no outage	Services with outage	Services failing SLA
Higher Education	10	7	
Further Education	13	51	8
Research	2		
Other	1	12	1

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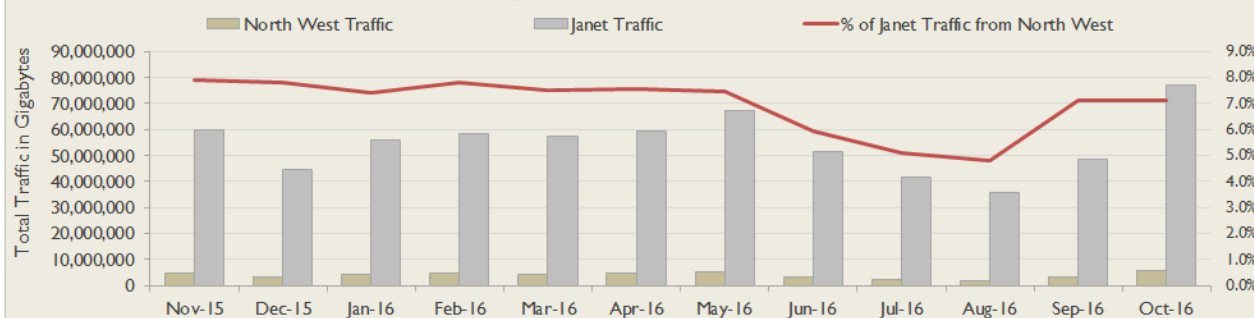
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted

All Traffic - North West

Legend: Last 12 months, Previous 12 months

Percentages show year on year comparison

Year on year: + 18%, + 12%, + 10%, + 12%, - 9%, + 16%, + 6%, - 0%, - 9%, + 22%, + 21%, + 22%

% Utilisation of Available Contractual Bandwidth at 90th Percentile

Legend: >75%, 50-75%, 25-50%, 0-25%

	0-25%	25-50%	50-75%	>75%
Higher Education	19	3	2	9
Further Education	49		10	7 (and 1)
Research	4			
Other	18		5	1

North West Traffic Against Janet Traffic

Legend: North West Traffic, Janet Traffic, % of Janet Traffic from North West

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	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	12 Month Rolling Availability
Accrington and Rossendale College	98.94%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	99.91%
Aquinas College	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Ashton Sixth Form College	99.65%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Birkenhead Sixth Form College	98.94%	100%	100%	98.64%	100%	100%	100%	100%	100%	100%	97.92%	100%	99.62%
Blackburn College	98.94%	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%
Blackburn with Darwen Borough Council, North West Learning Grid	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	99.90%
Blackpool and The Fylde College, University Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.77%	99.98%
Blackpool and The Fylde College, South Building Annex					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Bolton College	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Bolton Metropolitan Borough Council, North West Learning Grid	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Bolton Sixth Form College, Town Centre Campus	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Bridge College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	>99.99%
Burnley College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bury College	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%

Service	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	12 Month Rolling Availability
Bury Metropolitan Borough Council, Personal & Community Development	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Bury Metropolitan Borough Council, North West Learning Grid	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Cardinal Newman College *	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Carmel College	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	99.82%
Cheadle and Marple Sixth Form College	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	99.91%
Cheshire West and Chester Council, Riverside Campus *	100%	100%	100%	100%	100%	100%	100%	99.97%	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%	<12 Months
Edge Hill University, Manchester											100%	100%	<12 Months
Edge Hill University, Medway Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Holy Cross College	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.58%	99.48%	99.75%
Hopwood Hall College	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Hugh Baird College, via Telehouse West	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Hugh Baird College	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	99.82%
Imperial War Museum, IWM North	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	99.91%
Jisc Commercial Limited, Ovid Technology						100%	100%	100%	100%	100%	100%	100%	<12 Months
King George V College	98.94%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	99.91%
Knowsley Community College	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	99.82%
Lancashire County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Langdon College	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.56%	100%	99.88%

Service	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	12 Month Rolling Availability
Liverpool Hope University *	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%
Liverpool Institute for Performing Arts	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%
Liverpool John Moores University *	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%
Loreto Sixth Form College	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	99.91%
Macclesfield College	98.94%	100%	99.85%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	99.90%
Manchester Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mid-Cheshire College of Further Education	96.78%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	99.68%
Myerscough College, Additional Connection	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	99.46%	100%	100%	98.99%	100%	100%	97.92%	100%	99.70%
Nelson and Colne College	98.94%	96.39%	100%	100%	97.93%	100%	100%	100%	100%	100%	99.03%	100%	99.36%
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	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Oldham Sixth Form College, Science Centre						100%	100%	100%	100%	100%	99.97%	100%	<12 Months
Oldham Sixth Form College, Union Street West	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Preston College, Link 1	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Preston College, Link 2						100%	100%	100%	100%	100%	100%	100%	<12 Months
Priestley College	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.92%	100%	99.74%
Reaseheath College	100%	100%	100%	100%	100%	99.41%	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	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	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	98.94%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	99.86%
Rochdale Sixth Form College	98.94%	100%	100%	100%	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	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Salford City College, Pendleton Sixth Form Centre	99.59%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	99.96%
Salford City College, Walkden Sixth Form Centre	99.66%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Salford City Council, North West Learning Grid	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	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	98.94%	100%	100%	100%	100%	100%	99.74%	100%	100%	100%	100%	100%	99.89%
Sir John Deane's College	96.76%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	99.68%
South Cheshire College	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	99.95%
Southport College	95.32%	96.39%	100%	99.84%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	99.12%
Southport College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Staffordshire University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Helens College	95.32%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	99.43%
St Helens Metropolitan Borough Council, Lincoln House						100%	100%	100%	100%	100%	99.97%	100%	<12 Months
St Helens Metropolitan Borough Council, Town Hall	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	97.92%	94.61%	99.37%
St Helens Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%
St John Rigby College	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	99.82%
St Mary's College	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%

Service	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	12 Month Rolling Availability
Stockport College	98.94%	99.19%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	99.84%
Stockport Metropolitan Borough Council *	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Stockton Riverside College, via Telecity Powergate	100%	100%	99.22%	100%	100%	100%	100%	100%	99.16%	100%	100%	100%	99.87%
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%	<12 Months
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%	100%	100%
The City of Liverpool College, Bankfield Road Campus	100%	98.51%	99.29%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	99.81%
The Co-operative College	98.94%	100%	100%	97.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.72%
The David Lewis Centre	98.94%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	99.88%
The Liverpool School of Tropical Medicine *				100%	100%	100%	100%	99.97%	100%	100%	100%	100%	<12 Months
The Manchester College, Openshaw Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	>99.99%
The Oldham College, University Campus Oldham	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
The Oldham College, Bellis Building	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	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	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	99.91%
The University of Bolton *	100%	100%	100%	100%	100%	100%	99.71%	99.97%	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	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	99.91%

Service	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	12 Month Rolling Availability
Trafford Metropolitan Borough Council, North West Learning Grid *	98.94%	100%	100%	100%	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, Leighton Hospital		100%	100%	100%	100%	100%	100%	99.97%	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%	99.93%	100%	100%	100%	>99.99%
University of Liverpool *	100%	100%	100%	100%	100%	100%	100%	99.97%	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 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%	99.97%	100%	>99.99%
Warrington Collegiate	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
West Cheshire College	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	99.95%
Wigan & Leigh College, Sixth Form Centre - Leigh	98.94%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	99.74%
Wigan & Leigh College, Parson's Walk Centre	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	99.82%
Winstanley College *	95.32%	96.39%	96.33%	100%	100%	100%	100%	100%	100%	100%	97.92%	100%	98.83%
Wirral Metropolitan College	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	97.92%	100%	99.82%
Wirral Metropolitan College, Conway Park Campus	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%	99.97%	100%	100%	97.92%	100%	99.82%
Xaverian College	98.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	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	15/10/2016 09:13	17/10/2016 14:07	03:58	24:56	Telco Line	Fibre break caused by contractors
Aquinas College	20/10/2016 09:40	20/10/2016 15:12	00:35	04:57	Telco Equipment	NTE at a-end crashed
City of Stoke-on-Trent Sixth Form College, Link 1	01/10/2016 07:49	01/10/2016 12:43	00:00	04:54	Regional Maintenance	Emergency power maintenance
City of Stoke-on-Trent Sixth Form College, Link 2	01/10/2016 07:49	01/10/2016 12:43	00:00	04:54	Regional Maintenance	Emergency power maintenance
City of Stoke-on-Trent Sixth Form College, Link 2	17/10/2016 17:09	17/10/2016 18:12	00:00	01:03	Regional Maintenance	Emergency maintenance
City of Stoke-on-Trent Sixth Form College, Link 2	22/10/2016 09:12	22/10/2016 13:18	00:00	04:06	Regional Maintenance	PoP unscheduled maintenance
Holy Cross College	01/10/2016 21:28	02/10/2016 01:22	00:00	03:54	Telco Maintenance	Unscheduled telco maintenance affecting Holy Cross College
Holy Cross College	24/10/2016 15:26	24/10/2016 18:36	00:00	03:10	Telco Equipment	ADVA crashed
Newcastle-under-Lyme College	01/10/2016 07:49	01/10/2016 12:43	00:00	04:54	Regional Maintenance	Emergency power maintenance
Newcastle-under-Lyme College	12/10/2016 14:00	12/10/2016 14:37	00:00	00:37	Denial of Service	UDP reflection DDoS
Regent College Limited	01/10/2016 07:49	01/10/2016 12:43	00:00	04:54	Regional Maintenance	Emergency power maintenance
Staffordshire University, College Road Campus	01/10/2016 07:49	01/10/2016 12:43	00:00	04:54	Regional Maintenance	Emergency power maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Staffordshire University, College Road Campus	13/10/2016 07:27	13/10/2016 07:45	00:00	00:18	Customer Maintenance	Customer maintenance
Staffordshire University, Leek Road Campus	01/10/2016 07:49	01/10/2016 12:43	00:00	04:54	Regional Maintenance	Emergency power maintenance
Staffordshire University, Leek Road Campus	17/10/2016 17:09	17/10/2016 18:12	00:00	01:03	Regional Maintenance	Emergency maintenance
Staffordshire University, Leek Road Campus	22/10/2016 09:12	22/10/2016 13:18	00:00	04:06	Regional Maintenance	PoP unscheduled maintenance
Stockport College	22/10/2016 22:43	23/10/2016 05:08	00:00	06:25	Telco Maintenance	Telco unscheduled maintenance
Stoke-on-Trent College	01/10/2016 07:49	01/10/2016 12:43	00:00	04:54	Regional Maintenance	Emergency power maintenance
Tameside College, via University of Manchester	21/10/2016 15:40	22/10/2016 11:53	00:00	20:13	Customer Maintenance	Customer scheduled maintenance
Tameside College, via Telecity Powergate	21/10/2016 15:40	22/10/2016 11:53	00:00	20:13	Customer Maintenance	Customer scheduled maintenance
University of Keele, University Campus, Library and IT Services	01/10/2016 07:49	01/10/2016 12:43	00:00	04:54	Regional Maintenance	Emergency power maintenance
University of Keele, University Campus, Library and IT Services	17/10/2016 17:09	17/10/2016 18:12	00:00	01:03	Regional Maintenance	Emergency maintenance
University of Keele, University Campus, Library and IT Services	22/10/2016 09:12	22/10/2016 13:18	00:00	04:06	Regional Maintenance	PoP unscheduled maintenance
St Helens Metropolitan Borough Council, Town Hall	01/10/2016 21:27	03/10/2016 13:32	00:00	40:05	Telco Maintenance	Telco unscheduled maintenance
Blackburn with Darwen Borough Council, North West Learning Grid	31/10/2016 14:27	31/10/2016 15:10	00:00	00:43	Telco Equipment	Telco card failure
Blackpool and The Fylde College, University Centre	11/10/2016 09:34	11/10/2016 10:35	00:00	01:01	Telco Line	Faulty fibre patch in telco core network

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Blackpool and The Fylde College, University Centre	13/10/2016 00:15	13/10/2016 06:04	00:00	05:49	Unknown	Unknown
Blackpool and The Fylde College, University Centre	31/10/2016 14:27	31/10/2016 15:10	00:00	00:43	Telco Equipment	Telco card failure
The Liverpool School of Tropical Medicine, CTID Building	02/10/2016 19:39	02/10/2016 22:04	00:00	02:25	Customer Equipment	Power strip failure at site
Cybermoor Service Limited, The Barn	10/10/2016 07:13	10/10/2016 07:36	00:00	00:23	Unknown	Brief loss of connectivity