

janet

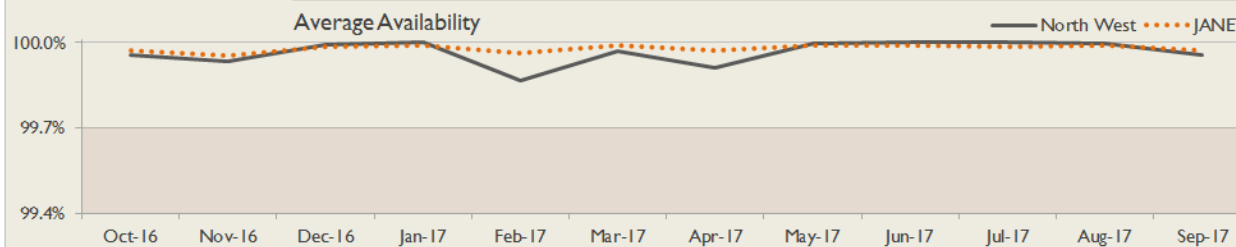
North West Service Report

September 2017

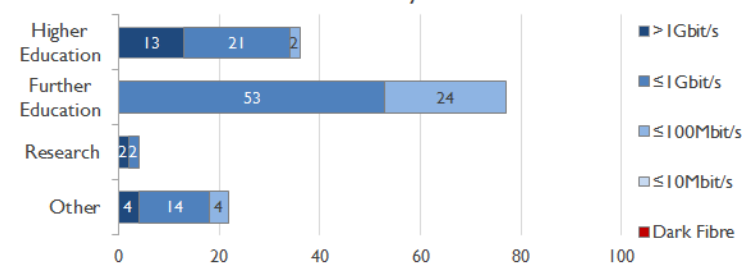


Service Reliability

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



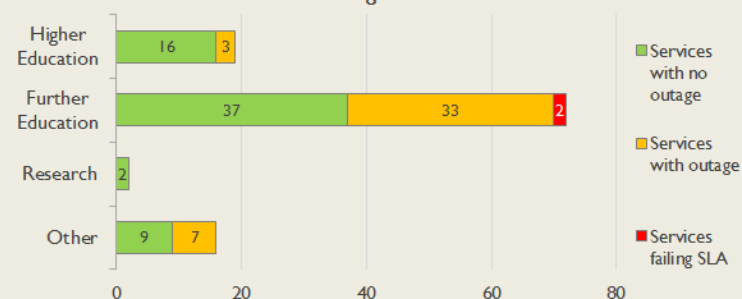
Average Availability of All Services in North West

Sep 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
<b>99.96%</b>	<b>19</b>	<b>99.96%</b>	<b>186</b>
Mean Time to Repair		Average Faults per Service per Year	
<b>4h 57m</b>		<b>1.25</b>	
Based on 281 faults over the last 24 months			

Average Availability of All Services in Janet

Sep 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
<b>99.97%</b>	<b>11</b>	<b>99.98%</b>	<b>116</b>
Mean Time to Repair		Average Faults per Service per Year	
<b>5h 56m</b>		<b>0.47</b>	
Based on 1046 faults over the last 24 months			

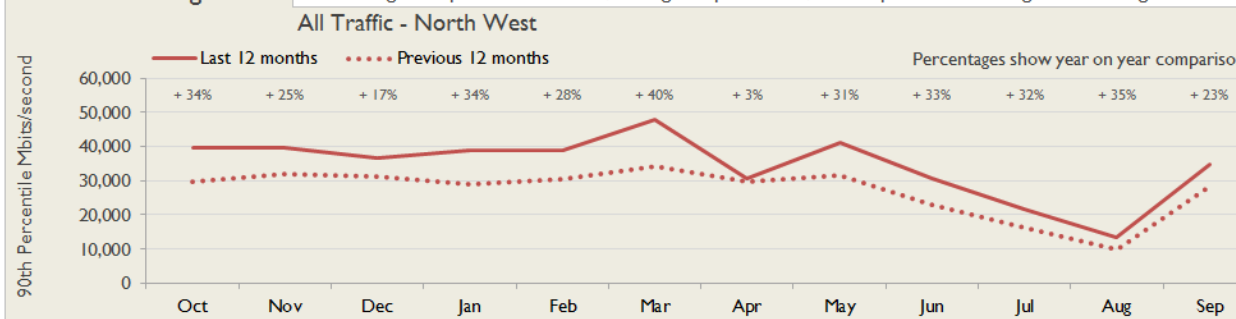
North West Service Outages - Last 12 Months



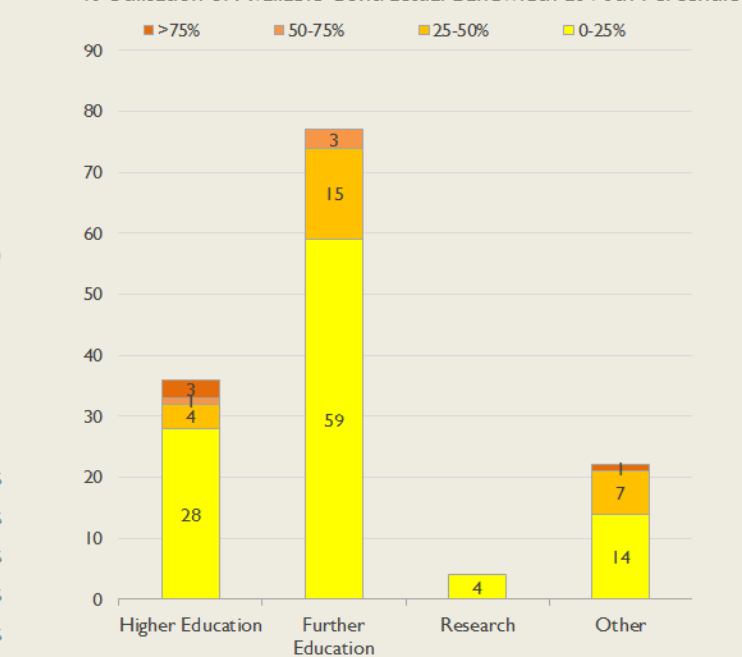
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

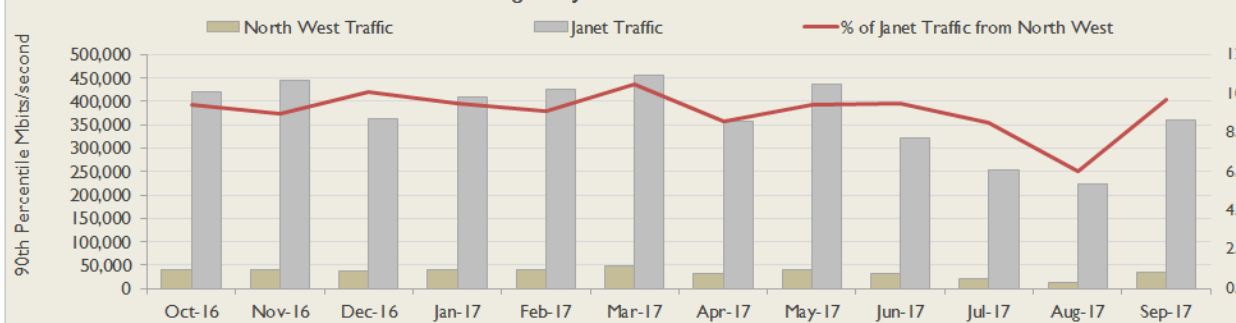
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% 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	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	12 Month Rolling Availability
Accrington and Rossendale College	100%	<b>99.60%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>
Aquinas College	<b>99.33%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.94%</b>
Ashton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Birkenhead Sixth Form College	100%	100%	100%	100%	<b>97.51%</b>	100%	100%	100%	100%	100%	100%	<b>96.48%</b>	<b>99.50%</b>
Blackburn College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Blackburn with Darwen Borough Council, North West Learning Grid	<b>99.90%</b>	<b>99.60%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.96%</b>
Blackpool and The Fylde College, South Building Annex	100%	<b>99.57%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.96%</b>
Blackpool and The Fylde College, University Centre	<b>99.77%</b>	<b>99.60%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.95%</b>
Bolton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bolton Metropolitan Borough Council, North West Learning Grid	100%	<b>99.60%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.81%</b>	<b>99.95%</b>
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%	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%	<b>99.60%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>

Service	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	12 Month Rolling Availability
Bury Metropolitan Borough Council, North West Learning Grid	100%	<b>99.60%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>
Bury Metropolitan Borough Council, Personal & Community Development	100%	<b>99.60%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>
Cardinal Newman College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Carmel College	100%	100%	100%	100%	<b>99.18%</b>	<b>99.68%</b>	<b>99.25%</b>	100%	100%	100%	100%	100%	<b>99.84%</b>
Cheadle and Marple Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cheshire East Council , Riverside Campus *	100%	100%	100%	100%	<b>99.18%</b>	100%	<b>99.83%</b>	100%	100%	100%	100%	100%	<b>99.92%</b>
City of Stoke-on-Trent Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%
Holy Cross College	<b>99.57%</b>	<b>99.60%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.93%</b>
Hopwood Hall College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hugh Baird College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Imperial War Museum, IWM North	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Ovid Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King George V College	100%	100%	<b>99.44%</b>	100%	<b>99.18%</b>	100%	<b>99.83%</b>	100%	100%	100%	100%	100%	<b>99.87%</b>
Knowsley Community College	100%	100%	100%	100%	<b>99.18%</b>	<b>99.68%</b>	<b>99.25%</b>	100%	100%	100%	100%	100%	<b>99.84%</b>
Lancashire County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Langdon College	100%	100%	<b>99.76%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.98%</b>
Liverpool Hope University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	12 Month Rolling Availability
Liverpool Institute for Performing Arts	100%	100%	100%	100%	99.18%	100%	99.25%	100%	100%	100%	100%	99.64%	99.84%
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%	100%	100%	100%	100%	100%	100%
LTE Group, The Manchester College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Macclesfield College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Manchester Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Manchester Metropolitan University, Cheshire Campus									100%	100%	100%	100%	<12 Months
Manchester Metropolitan University, Crewe Campus									100%	100%	100%	100%	<12 Months
Myerscough College	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Myerscough College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	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%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	99.84%
Nelson and Colne College	96.65%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.69%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	99.60%	100%	100%	100%	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%
Priestley College	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	99.84%

Service	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	12 Month Rolling Availability	
Reaseheath College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>	100%	<b>&gt;99.99%</b>
Redcar and Cleveland College, via Telecity Powergate	100%	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%	<b>99.97%</b>	100%	<b>&gt;99.99%</b>
Riverside College Halton, Halton College Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>	100%	<b>&gt;99.99%</b>
Rochdale Sixth Form College	100%	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%	100%
Runshaw College	100%	<b>99.60%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>
Salford City College, Pendleton Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Salford City College, Walkden Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Salford City Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Science and Technology Facilities Council, Daresbury Laboratory *	100%	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%	100%
Sir John Deane's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>	100%	<b>&gt;99.99%</b>
South Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>	100%	<b>&gt;99.99%</b>
Southport College *	100%	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%	100%
Staffordshire University, Stoke-on-Trent Express Route *		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
St Helens College	100%	100%	100%	100%	<b>99.18%</b>	<b>99.68%</b>	<b>99.25%</b>	100%	100%	100%	100%	100%	100%	<b>99.84%</b>
St Helens Metropolitan Borough Council, Lincoln House	100%	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%	<b>99.18%</b>	<b>99.68%</b>	<b>99.25%</b>	100%	100%	100%	100%	100%	100%	<b>99.84%</b>
St Helens Metropolitan Borough Council, Town Hall	100%	100%	100%	100%	<b>99.18%</b>	<b>99.68%</b>	<b>99.25%</b>	100%	100%	100%	100%	100%	100%	<b>99.84%</b>

Service	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	12 Month Rolling Availability
St John Rigby College	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	99.84%
St Mary's College	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Stockport College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.62%	100%	99.97%
Stockport Metropolitan Borough Council *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockton Riverside College, via Telecity Powergate	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Stoke-on-Trent College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.24%	99.94%
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%	99.87%	100%	100%	100%	100%	99.99%
The Co-operative College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The David Lewis Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Liverpool School of Tropical Medicine *	100%	100%	100%	100%	100%	100%	99.25%	100%	100%	100%	100%	100%	99.94%
The Oldham College, Bellis Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Trafford Metropolitan Borough Council, North West Learning Grid *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 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	100%	100%	100%	100%	99.18%	100%	99.83%	100%	100%	100%	99.97%	100%	99.91%
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 Salford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Warrington & Vale Royal College , Hartford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Warrington & Vale Royal College , Warrington Campus	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%	99.97%	100%	>99.99%
Wigan & Leigh College, Leigh 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%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	99.84%
Winstanley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wirral Metropolitan College	100%	100%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	99.84%
Wirral Metropolitan College, Conway Park Campus	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Workers' Educational Association, North West	100%	98.82%	100%	100%	99.18%	99.68%	99.25%	100%	100%	100%	100%	100%	99.74%
Xaverian College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



## 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
Birkenhead Sixth Form College	31/08/2017 11:18	01/09/2017 12:38	00:00	25:20	Telco Line	Micro bend in fibre
Birkenhead Sixth Form College	19/09/2017 01:33	19/09/2017 03:55	00:00	02:22	Unknown reason for outage	Unknown
Cardinal Newman College, via University of Manchester	20/09/2017 22:14	20/09/2017 23:36	00:00	01:22	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Carmel College	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Telco Emergency Maintenance	Telco emergency maintenance
Hugh Baird College	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Unknown reason for outage	Unknown
Knowsley Community College	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Telco Emergency Maintenance	Telco emergency maintenance
Liverpool Hope University, Sheppard Worlock Library	12/09/2017 21:10	12/09/2017 21:46	00:00	00:36	Telco Scheduled Maintenance	Scheduled fibre maintenance
Liverpool Institute for Performing Arts	18/09/2017 22:05	19/09/2017 00:42	00:00	02:37	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Liverpool John Moores University, Avril Roberts Building	12/09/2017 21:10	12/09/2017 21:46	00:00	00:36	Telco Scheduled Maintenance	Scheduled fibre maintenance
Priestley College	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Telco Emergency Maintenance	Telco emergency maintenance
Regent College Limited	22/09/2017 09:56	22/09/2017 12:36	00:00	02:40	Customer Environment Fire	Customer turned off equipment due to electrical fire.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
NCG, West Lancashire College	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Telco Emergency Maintenance	Telco emergency maintenance
Southport College, via University of Manchester	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Telco Emergency Maintenance	Telco emergency maintenance
Southport College, via Telecity Powergate	18/09/2017 19:50	18/09/2017 20:36	00:00	00:46	Unknown reason for outage	Unknown
St Helens Metropolitan Borough Council, Personal & Community Development	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Telco Emergency Maintenance	Telco emergency maintenance
St Helens College	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Telco Emergency Maintenance	Telco emergency maintenance
St John Rigby College	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Telco Emergency Maintenance	Telco emergency maintenance
Stoke-on-Trent College	29/09/2017 08:53	29/09/2017 13:06	00:25	03:48	Telco Line	Micro bend in patch cable at customer premises
Stoke-on-Trent College	29/09/2017 13:43	29/09/2017 15:22	00:00	01:39	Telco Line	Micro bend in patch cable at customer premises
Winstanley College	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Telco Emergency Maintenance	Telco emergency maintenance
Wirral Metropolitan College	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Telco Emergency Maintenance	Telco emergency maintenance
St Helens Metropolitan Borough Council, Town Hall	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Telco Emergency Maintenance	Telco emergency maintenance
Bolton Metropolitan Borough Council, North West Learning Grid	20/09/2017 22:14	20/09/2017 23:36	00:00	01:22	Telco Unscheduled Maintenance	Telco unscheduled maintenance
London Grid for Learning Trust, Orpington via Manchester	09/09/2017 22:50	10/09/2017 02:28	00:00	03:38	Customer Environment	Wide area power outage
Wigan & Leigh College, Parson's Walk Centre	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Telco Emergency Maintenance	Telco emergency maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The Liverpool School of Tropical Medicine, CTID Building	19/09/2017 01:19	19/09/2017 04:24	00:00	03:05	Unknown reason for outage	Unknown
The Liverpool School of Tropical Medicine, Wolfson Building	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Telco Emergency Maintenance	Telco emergency maintenance