

janet

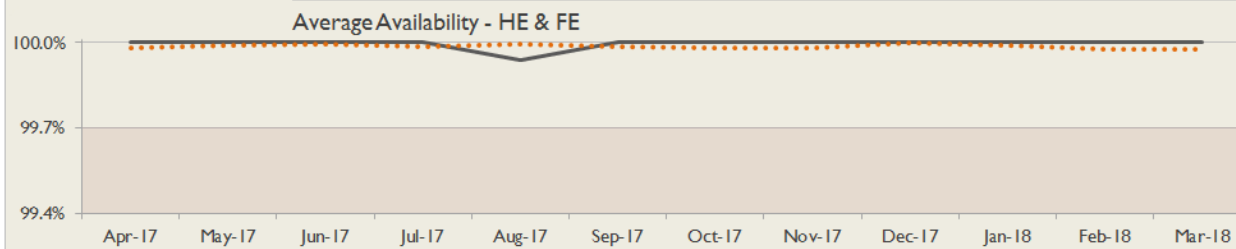
Northern Ireland Service Report

March 2018

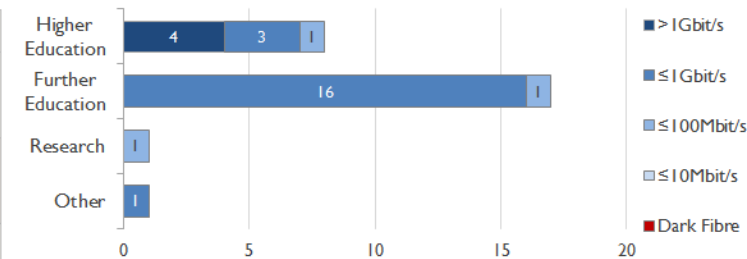


Service Reliability

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



Connections in Northern Ireland by Contractual Bandwidth



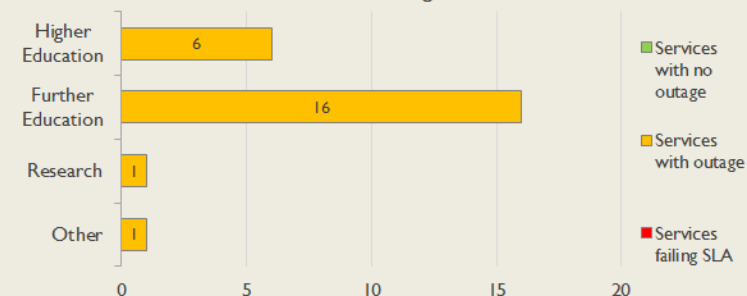
Average Availability of HE & FE Services in Northern Ireland

Mar 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	26
Mean Time to Repair		Average Faults per Service per Year	
2h 44m		0.73	
Based on 32 faults over the last 24 months			

Average Availability of HE & FE Services in Janet

Mar 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	12	99.99%	71
Mean Time to Repair		Average Faults per Service per Year	
4h 59m		0.38	
Based on 705 faults over the last 24 months			

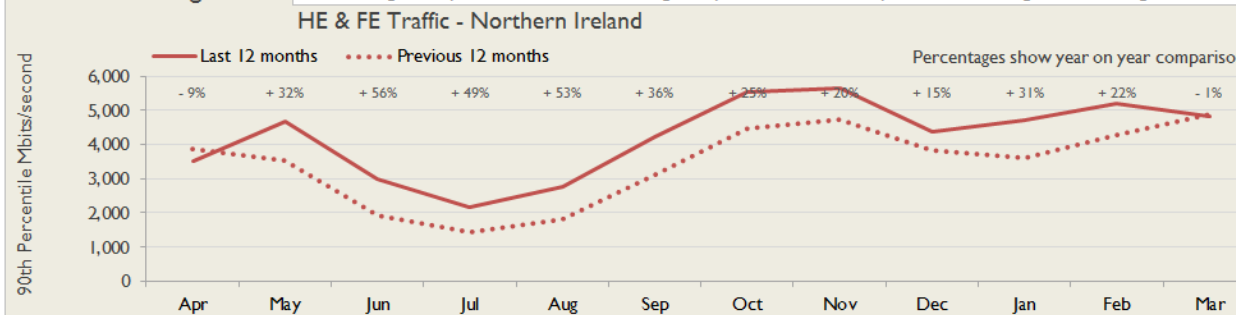
Northern Ireland Service Outages - Last 12 Months



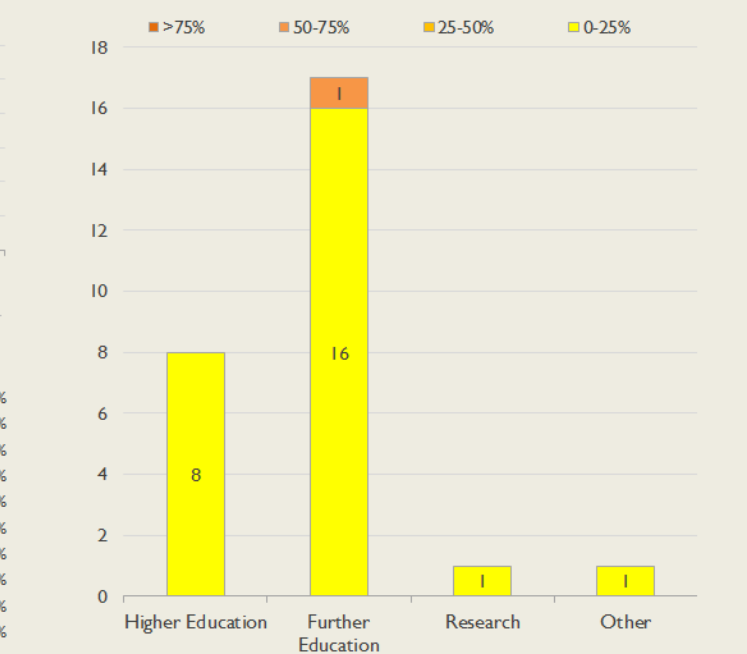
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

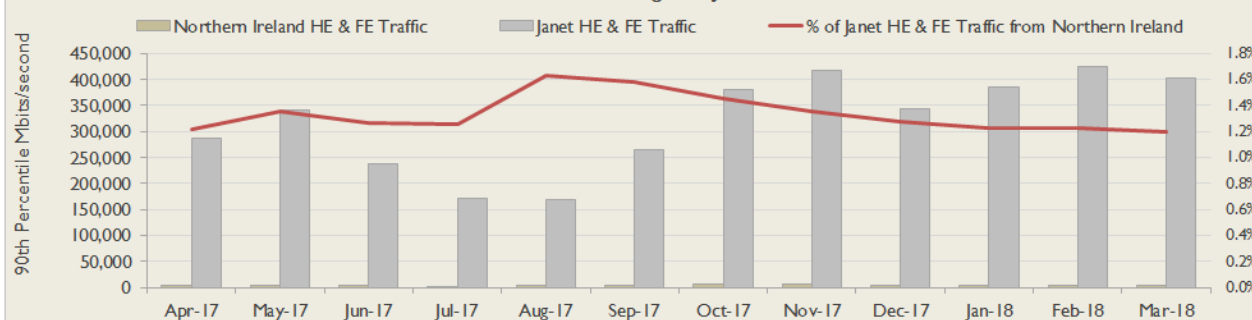
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



Northern Ireland HE & FE Traffic Against Janet HE & FE 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 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	12 Month Rolling Availability
Belfast Metropolitan College, Castlereagh Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Belfast Metropolitan College, Springvale Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Northern Regional College, Ballymena Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Northern Regional College, Coleraine Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Northern Regional College, Newtownabbey Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
North West Regional College, Limavady Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
North West Regional College, Strand Road Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
South Eastern Regional College, Bangor Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
South Eastern Regional College, Downpatrick Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
South Eastern Regional College, Lisburn Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Southern Regional College, Armagh Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Southern Regional College, Newry Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Southern Regional College, Portadown Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
South West College, Dungannon Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
South West College, Enniskillen Campus *	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
South West College, Omagh Campus	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%

Service	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	12 Month Rolling Availability
St Mary's University College	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Stranmillis University College	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Open University, Belfast	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Queen's University of Belfast, Data Centre *	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Queen's University of Belfast, NIACE	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Ulster *	100%	100%	100%	100%	99.94%	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
South Eastern Regional College, Lisburn Campus	02/03/2018 17:38	03/03/2018 11:38	00:00	18:00	Customer Environment	Site aircon failure NTE failed
Stranmillis University College	11/03/2018 18:16	11/03/2018 20:40	00:00	02:24	Customer Scheduled Maintenance	Power maintenance
North West Regional College, Limavady Campus	02/03/2018 17:02	02/03/2018 17:40	00:00	00:38	Customer Unscheduled Maintenance	Customer unscheduled maintenance
North West Regional College, Limavady Campus	03/03/2018 08:16	03/03/2018 09:35	00:00	01:19	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
North West Regional College, Limavady Campus	03/03/2018 14:36	03/03/2018 15:53	00:00	01:17	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
North West Regional College, Limavady Campus	04/03/2018 10:27	04/03/2018 13:22	00:00	02:55	Customer Scheduled Maintenance	Customer scheduled power maintenance
North West Regional College, Limavady Campus	09/03/2018 16:03	12/03/2018 07:57	00:00	63:54	Customer Scheduled Maintenance	scheduled power maintenance
North West Regional College, Limavady Campus	16/03/2018 16:16	20/03/2018 07:54	00:00	87:38	Customer Scheduled Maintenance	Customer power maintenance