

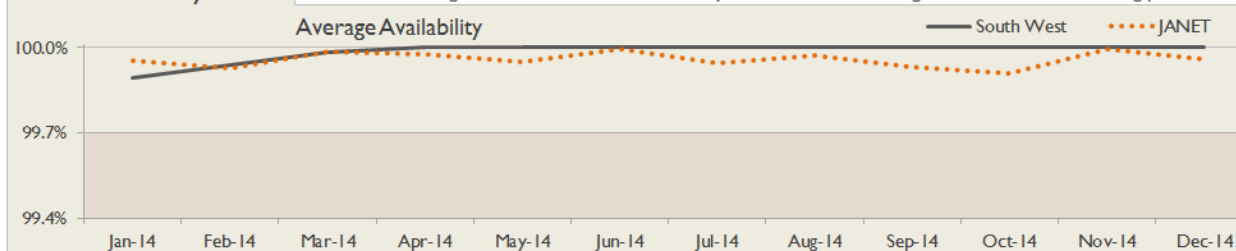


South West Service
Report

December 2014

Service Reliability

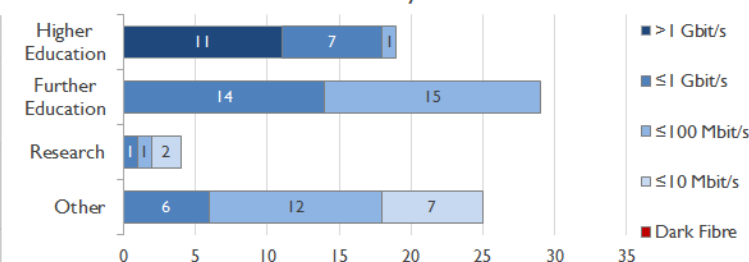
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



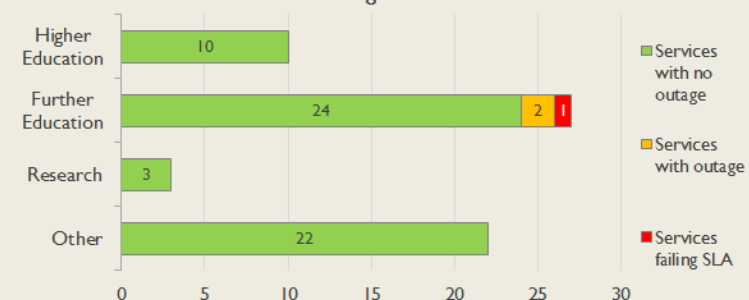
Average Availability of All Services in South West				Average Availability of All Services in Janet			
Dec 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Dec 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.98%	83	99.96%	18	99.96%	221
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
8h 18m		0.28		6h 03m		0.62	
Based on 35 faults over the last 24 months				Based on 1221 faults over the last 24 months			

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

Connections in South West by Bandwidth

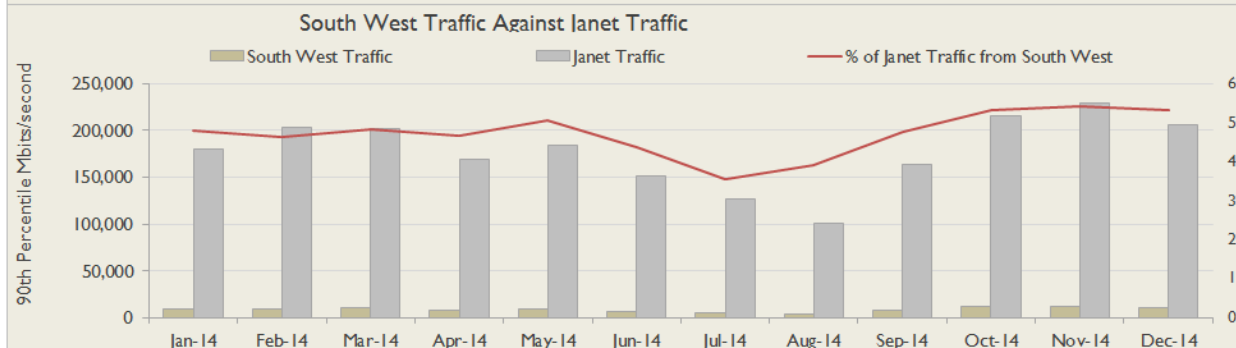
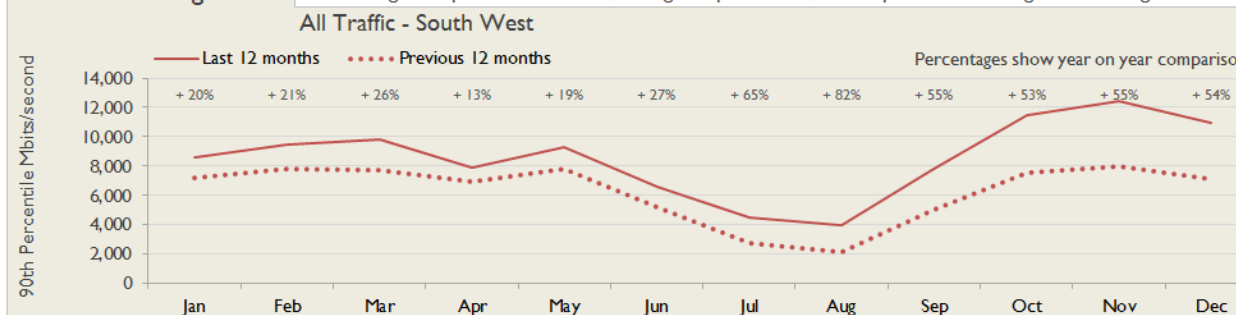


South West Service Outages - Last 12 Months

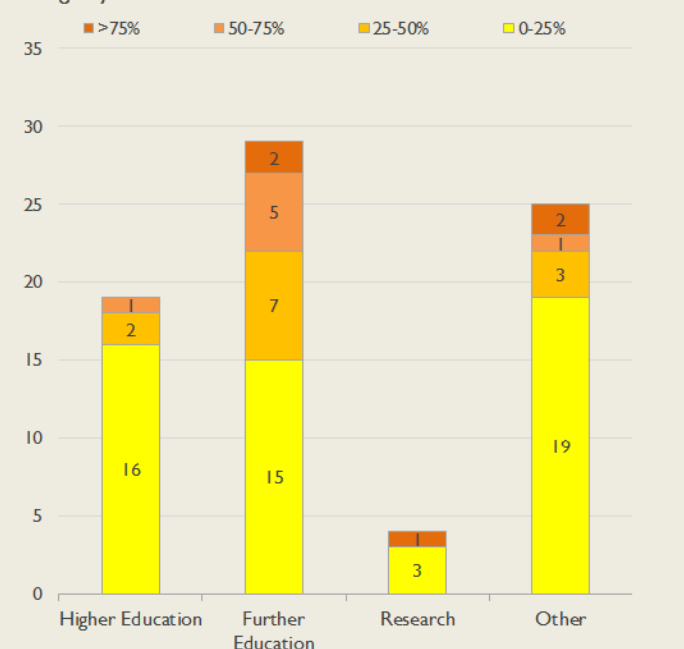


Connection Usage

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



Usage by Connection - % of Available Bandwidth at 90th Percentile



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

Where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted against its availability figures

Monthly and annual availabilities falling below 99.7% are highlighted

Service	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	12 Month Rolling Availability
Bath Spa University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bicton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridgwater College	100%	100%	99.02%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%
Bristol City Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cirencester College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Plymouth	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Bath College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Bristol College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exeter College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exeter Royal Academy for Deaf Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fairfield Opportunity Farm (Dilton) Ltd	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Falmouth University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Foxes Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gloucestershire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	12 Month Rolling Availability
Gloucestershire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hartpury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher Education Funding Council for England	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher Education Statistics Agency Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Met Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
National Star Centre College of Further Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Norton Radstock College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oakwood Court	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Petroc	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Petroc	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Plymouth College of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Plymouth Marine Laboratory	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Queen's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richard Huish College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rothamsted Research Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Agricultural University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Mencap Society	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ruskin Mill Educational Trust Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Somerset College of Arts and Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Devon College	97.14%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.76%

Service	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	12 Month Rolling Availability
South Gloucestershire and Stroud College	96.09%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.67%
South Gloucestershire and Stroud College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Brendan's Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Strode College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Marine Biological Association of the United Kingdom										100%	100%	100%	<12 Months
The Quality Assurance Agency for Higher Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Truro and Penwith College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCAS Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College Plymouth St Mark & St John	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bath	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bristol	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Exeter	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Gloucestershire	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Plymouth	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of the West of England, Bristol	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
WESC Foundation	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Weston College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
William Morris House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wiltshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yeovil College	99.95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%

Connection outages this month

Maintenance outages are included in this table - only unscheduled maintenance is counted against availability.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Met Office	16/12/2014 09:12	16/12/2014 10:58	00:00	01:46	Customer Maintenance	Scheduled power maintenance
Fairfield Opportunity Farm (Dilton) Ltd	22/12/2014 09:10	22/12/2014 10:01	00:00	00:51	Customer Maintenance	Site power maintenance
St Brendan's Sixth Form College	22/12/2014 11:01	22/12/2014 11:43	00:00	00:42	Customer Maintenance	Unscheduled customer maintenance
WESC Foundation	22/12/2014 11:14	22/12/2014 12:41	00:00	01:27	Customer Maintenance	Site power maintenance
Yeovil College	27/12/2014 13:01	27/12/2014 13:38	00:00	00:37	Customer Environment	Power failure
Bath Spa University, Newton Park Campus	27/12/2014 15:54	27/12/2014 19:59	00:00	04:05	Customer Environment	Wide area power failure.
University of Plymouth, Link 1	28/12/2014 09:36	28/12/2014 10:45	00:00	01:09	Customer Maintenance	Site power maintenance
University of Plymouth, Link 2	28/12/2014 07:25	28/12/2014 11:11	00:00	03:46	Customer Maintenance	Site power maintenance