



South West Service  
Report

July 2014

## Service Reliability

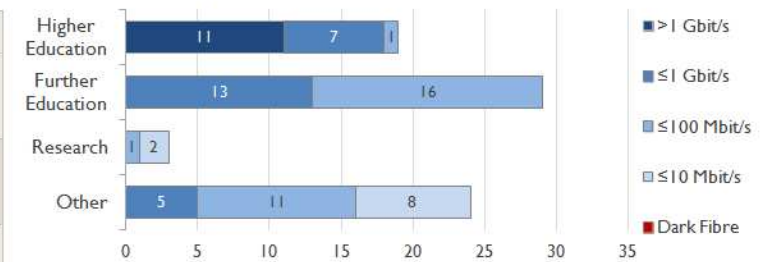
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



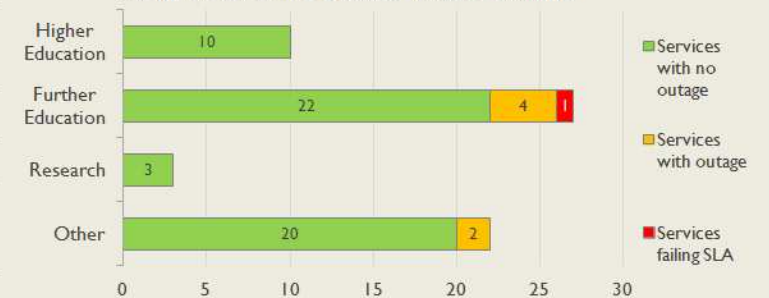
Average Availability of All Services in South West				Average Availability of All Services in Janet			
Jul 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jul 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.97%	132	99.94%	26	99.96%	210
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 57m		0.57		5h 48m		0.75	
Based on 71 faults over the last 24 months				Based on 1459 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

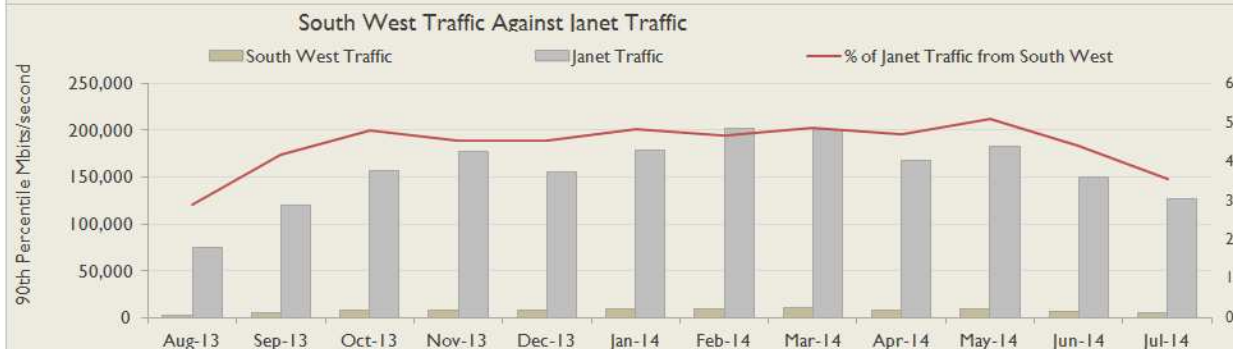
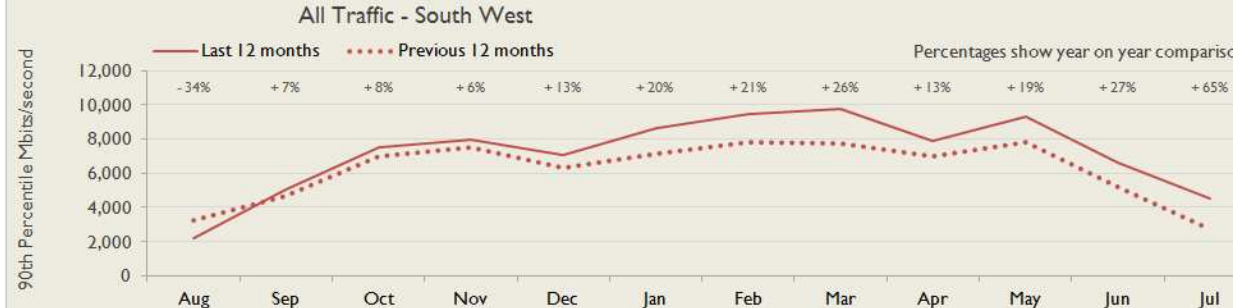


## South West Service Outages - Last 12 Months



## 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	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 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	97.81%	100%	100%	100%	100%	100%	100%	99.02%	100%	100%	100%	100%	99.74%
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, Saltash	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall College, Camborne	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall Council, Personal & Community Development	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%

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
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, Gloucester Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gloucestershire College, Cheltenham Campus	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, Bristol	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, Airborne Research & Survey Facility	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, British Geological Survey, Hartland	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, Mid Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Petroc, North Devon Campus	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	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	>99.99%
Queen's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
Richard Huish College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rothamsted Research Limited, North Wyke	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, Mencap National College - Lufton	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ruskin Mill Educational Trust Limited, Ruskin College	96.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.71%
Somerset College of Arts and Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Devon College	100%	100%	100%	100%	100%	97.14%	100%	100%	100%	100%	100%	100%	99.76%
South Gloucestershire and Stroud College, Filton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Gloucestershire and Stroud College, Stroud Campus	100%	100%	100%	100%	100%	96.09%	100%	100%	100%	100%	100%	100%	99.67%
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 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%

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
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, Knightstone Road Campus	98.51%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
William Morris House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wiltshire College, Trowbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, South West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Bristol	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Plymouth	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yeovil College	100%	100%	100%	100%	100%	99.95%	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
Fairfield Opportunity Farm (Dilton) Ltd	19/07/2014 13:14	19/07/2014 14:27	00:00	01:13	Customer Environment	Site power issues
Norton Radstock College	18/07/2014 17:32	21/07/2014 08:26	00:00	14:54	Customer Environment	Air con failure
Queen's College	22/07/2014 01:25	22/07/2014 12:07	00:00	10:42	Customer Environment	Power cut
Cornwall Council, Personal & Community Development	25/07/2014 13:18	25/07/2014 13:32	00:00	00:14	Customer Unscheduled Maintenance	Site maintenance
Wiltshire College, Trowbridge Campus	29/07/2014 17:03	29/07/2014 17:39	00:00	00:36	Customer Environment	Customer power failure