

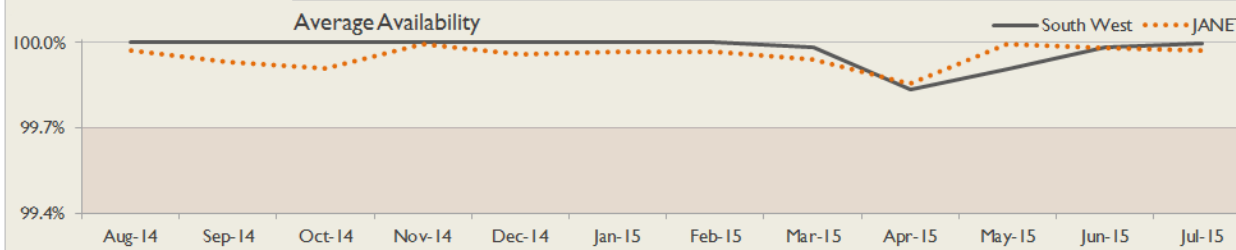
janet

South West Service Report

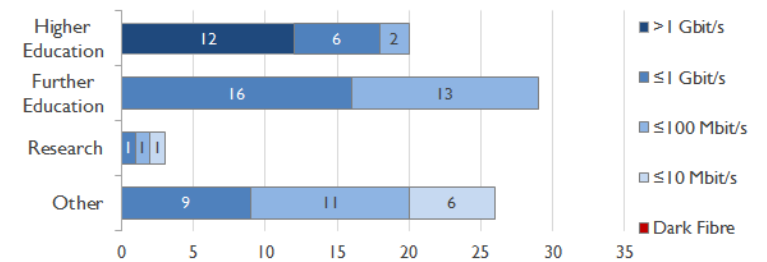
July 2015

Service Reliability

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

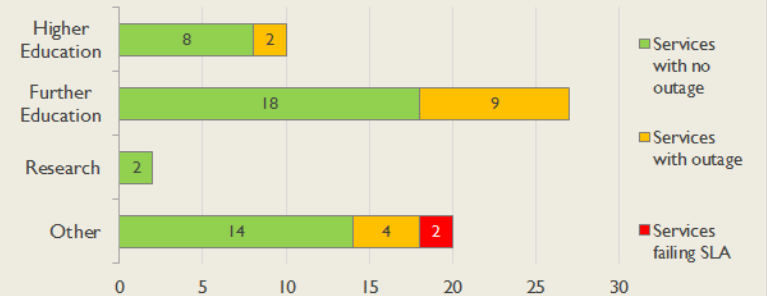


Connections in South West by Bandwidth



Average Availability of All Services in South West				Average Availability of All Services in Janet			
Jul 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jul 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	2	99.97%	132	99.97%	12	99.95%	245
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
8h 10m		0.27		5h 20m		0.68	
Based on 34 faults over the last 24 months				Based on 1399 faults over the last 24 months			

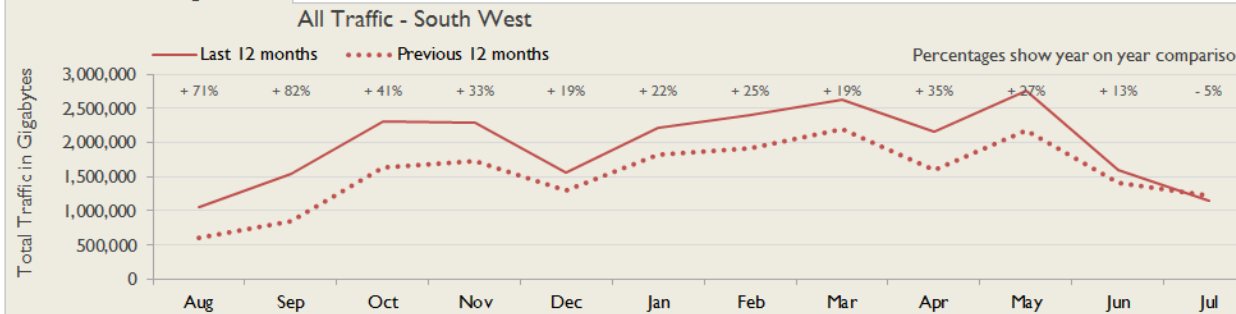
South West Service Outages - Last 12 Months



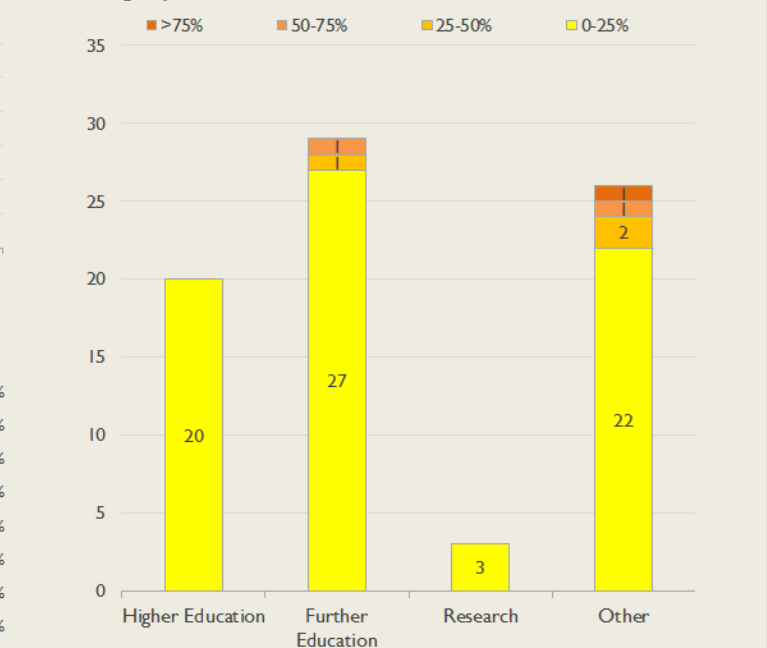
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

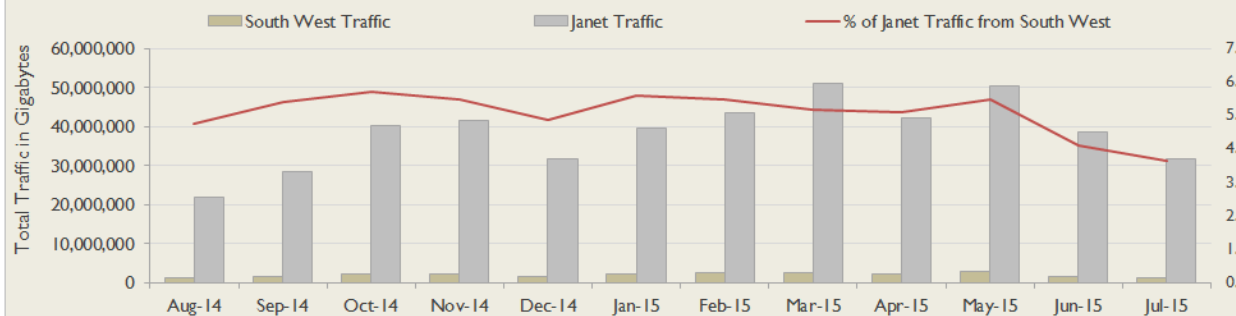
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



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



South 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	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	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%	100%	100%	100%	100%	100%	100%	100%	98.71%	100%	100%	99.89%
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%	99.96%	>99.99%
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, Hele Road Centre	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%	99.70%	93.54%	100%	100%	100%	99.44%
Falmouth University	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	99.97%
Foxes Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	12 Month Rolling Availability	
Gloucestershire College, Gloucester Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	>99.99%
Gloucestershire College, Cheltenham Campus	100%	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%	99.96%	>99.99%
Higher Education Funding Council for England, Stoke Gifford*											100%	100%	<12 Months	
Higher Education Funding Council for England, Bristol*	100%	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%	100%
Jisc, Bristol*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Met Office, IT Hall 1*								100%	100%	100%	100%	100%	<12 Months	
National Star College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, Hartland Magnetic Observatory	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Norton Radstock College	100%	100%	100%	100%	100%	100%	100%	99.70%	100%	100%	100%	100%	100%	99.97%
Oakwood Court	100%	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%	100%
Petroc, Mid Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Plymouth College of Art, Tavistock Place	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Plymouth Marine Laboratory	100%	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%	100%
Rothamsted Research Limited, North Wyke*	100%	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%	100%
Royal Mencap Society, Mencap National College - Lufton	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ruskin Mill Educational Trust Limited, Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	>99.99%

Service	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	12 Month Rolling Availability
Somerset College of Arts and Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.89%	100%	99.91%
South Devon College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	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%	98.71%	100%	100%	99.89%
The Marine Biological Association of the United Kingdom			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The Open University, Bristol						100%	100%	100%	100%	100%	100%	100%	<12 Months
The Quality Assurance Agency for Higher Education, Head Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	>99.99%
The Universities and Colleges Admissions Service	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%
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%	99.96%	>99.99%
University of Plymouth*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of St Mark & St John	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%	95.93%	100%	100%	100%	99.66%
Weston College	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.79%	100%	100%	99.82%
William Morris Camphill Community, Specialist College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	>99.99%

Service	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	12 Month Rolling Availability
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%	99.97%	99.97%	100%	>99.99%
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%	100%	100%	100%	100%	98.71%	100%	100%	99.89%

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 Devon College	01/07/2015 07:51	01/07/2015 08:08	00:00	00:17	Regional Scheduled Maintenance	NEG scheduled maintenance
South Devon College	01/07/2015 08:12	01/07/2015 08:22	00:00	00:10	Regional Scheduled Maintenance	NEG scheduled maintenance
Workers' Educational Association, Bristol	01/07/2015 13:00	01/07/2015 13:21	00:00	00:21	Customer Unscheduled Maintenance	Unscheduled Customer Maintenance
Exeter Royal Academy for Deaf Education	07/07/2015 07:12	07/07/2015 09:00	00:00	01:48	Regional Scheduled Maintenance	RNO scheduled router software update
Petroc, Mid Devon Campus	07/07/2015 07:12	07/07/2015 09:00	00:00	01:48	Regional Scheduled Maintenance	RNO scheduled router software update
Exeter Royal Academy for Deaf Education	07/07/2015 09:01	07/07/2015 10:16	00:00	01:15	Regional Maintenance	Interface remained down after RNO router software update
Petroc, Mid Devon Campus	07/07/2015 09:01	07/07/2015 10:18	00:00	01:17	Regional Maintenance	Interface remained down after RNO router software update
Cirencester College	10/07/2015 07:31	10/07/2015 08:25	00:00	00:54	Regional Scheduled Maintenance	RNO Scheduled maintenance
Gloucestershire College, Gloucester Campus	10/07/2015 07:31	10/07/2015 08:25	00:00	00:54	Regional Scheduled Maintenance	RNO Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Hartpury College	10/07/2015 07:31	10/07/2015 08:25	00:00	00:54	Regional Scheduled Maintenance	RNO Scheduled maintenance
Ruskin Mill Educational Trust Limited, Ruskin College	10/07/2015 07:31	10/07/2015 08:25	00:00	00:54	Regional Scheduled Maintenance	RNO Scheduled maintenance
The Quality Assurance Agency for Higher Education, Head Office	10/07/2015 07:31	10/07/2015 08:25	00:00	00:54	Regional Scheduled Maintenance	RNO Scheduled maintenance
University of Gloucestershire	10/07/2015 07:31	10/07/2015 08:25	00:00	00:54	Regional Scheduled Maintenance	RNO Scheduled maintenance
William Morris Camphill Community, Specialist College	10/07/2015 07:31	10/07/2015 08:25	00:00	00:54	Regional Scheduled Maintenance	RNO Scheduled maintenance
University of St Mark & St John	12/07/2015 06:31	12/07/2015 12:26	00:00	05:55	Customer Scheduled Maintenance	Customer scheduled maintenance
Bicton College	14/07/2015 07:13	14/07/2015 07:26	00:00	00:13	Regional Scheduled Maintenance	Router upgrade
Exeter College, Hele Road Centre	14/07/2015 07:13	14/07/2015 07:26	00:00	00:13	Regional Scheduled Maintenance	Router upgrade
Oakwood Court	14/07/2015 07:13	14/07/2015 07:26	00:00	00:13	Regional Scheduled Maintenance	Router upgrade
Rothamsted Research Limited, North Wyke, Link 2	14/07/2015 07:13	14/07/2015 07:26	00:00	00:13	Regional Scheduled Maintenance	Router upgrade

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of Exeter, via Exeter College	14/07/2015 07:13	14/07/2015 07:26	00:00	00:13	Regional Scheduled Maintenance	Router upgrade
Cornwall College, Camborne	14/07/2015 07:43	14/07/2015 08:00	00:00	00:17	Regional Scheduled Maintenance	Router upgrade
Cornwall Council, Personal & Community Development	14/07/2015 07:43	14/07/2015 08:00	00:00	00:17	Regional Scheduled Maintenance	Router upgrade
Falmouth University	14/07/2015 07:43	14/07/2015 08:00	00:00	00:17	Regional Scheduled Maintenance	Router upgrade
Natural Environment Research Council, Hartland Magnetic Observatory	14/07/2015 07:43	14/07/2015 08:00	00:00	00:17	Regional Scheduled Maintenance	Router upgrade
Petroc, North Devon Campus	14/07/2015 07:43	14/07/2015 08:00	00:00	00:17	Regional Scheduled Maintenance	Router upgrade
Plymouth Marine Laboratory	14/07/2015 07:43	14/07/2015 08:00	00:00	00:17	Regional Scheduled Maintenance	Router upgrade
South Devon College	14/07/2015 07:43	14/07/2015 08:00	00:00	00:17	Regional Scheduled Maintenance	Router upgrade
The Marine Biological Association of the United Kingdom, via Telehouse West	14/07/2015 07:43	14/07/2015 08:00	00:00	00:17	Regional Scheduled Maintenance	Router upgrade
Truro and Penwith College	14/07/2015 07:43	14/07/2015 08:00	00:00	00:17	Regional Scheduled Maintenance	Router upgrade

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of Plymouth, Link 1	14/07/2015 07:43	14/07/2015 08:00	00:00	00:17	Regional Scheduled Maintenance	Router upgrade
University of St Mark & St John	14/07/2015 07:43	14/07/2015 08:00	00:00	00:17	Regional Scheduled Maintenance	Router upgrade
Workers' Educational Association, Plymouth	14/07/2015 07:43	14/07/2015 08:00	00:00	00:17	Regional Scheduled Maintenance	Router upgrade
Gloucestershire College, Cheltenham Campus	14/07/2015 08:15	14/07/2015 08:26	00:00	00:11	Regional Scheduled Maintenance	Router upgrade
Higher Education Statistics Agency Limited	14/07/2015 08:15	14/07/2015 08:26	00:00	00:11	Regional Scheduled Maintenance	Router upgrade
National Star College	14/07/2015 08:15	14/07/2015 08:26	00:00	00:11	Regional Scheduled Maintenance	Router upgrade
Royal Agricultural University	14/07/2015 08:15	14/07/2015 08:26	00:00	00:11	Regional Scheduled Maintenance	Router upgrade
South Gloucestershire and Stroud College, Stroud Campus	14/07/2015 08:15	14/07/2015 08:26	00:00	00:11	Regional Scheduled Maintenance	Router upgrade
The Universities and Colleges Admissions Service	14/07/2015 08:15	14/07/2015 08:26	00:00	00:11	Regional Scheduled Maintenance	Router upgrade
Cirencester College	14/07/2015 08:36	14/07/2015 08:54	00:00	00:18	Regional Unscheduled Maintenance	Unplanned router upgrade

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Gloucestershire College, Gloucester Campus	14/07/2015 08:36	14/07/2015 08:54	00:00	00:18	Regional Unscheduled Maintenance	Unplanned router upgrade
Hartpury College	14/07/2015 08:36	14/07/2015 08:54	00:00	00:18	Regional Unscheduled Maintenance	Unplanned router upgrade
Ruskin Mill Educational Trust Limited, Ruskin College	14/07/2015 08:36	14/07/2015 08:54	00:00	00:18	Regional Unscheduled Maintenance	Unplanned router upgrade
The Quality Assurance Agency for Higher Education, Head Office	14/07/2015 08:36	14/07/2015 08:54	00:00	00:18	Regional Unscheduled Maintenance	Unplanned router upgrade
University of Gloucestershire	14/07/2015 08:36	14/07/2015 08:54	00:00	00:18	Regional Unscheduled Maintenance	Unplanned router upgrade
William Morris Camphill Community, Specialist College	14/07/2015 08:36	14/07/2015 08:54	00:00	00:18	Regional Unscheduled Maintenance	Unplanned router upgrade
Rothamsted Research Limited, North Wyke, Link 2	18/07/2015 14:03	20/07/2015 10:50	00:00	44:47	Customer Equipment	Faulty customer switch
Rothamsted Research Limited, North Wyke, Link 2	20/07/2015 11:52	20/07/2015 12:50	00:00	00:58	Customer Configuration	Customer shut down switch port in error
Bath Spa University, Library Building	23/07/2015 07:21	23/07/2015 07:39	00:00	00:18	Customer Unscheduled Maintenance	Site unscheduled maintenance
William Morris Camphill Community, Specialist College	30/07/2015 20:31	30/07/2015 22:00	00:00	01:29	Customer Environment	Wide area power failure