

janet

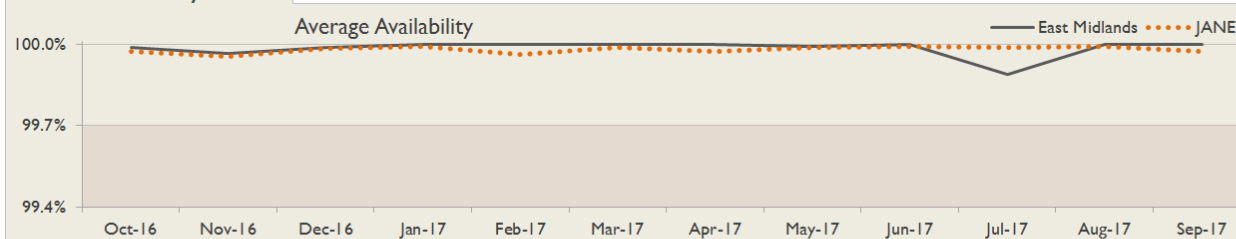
East Midlands Service Report

September 2017

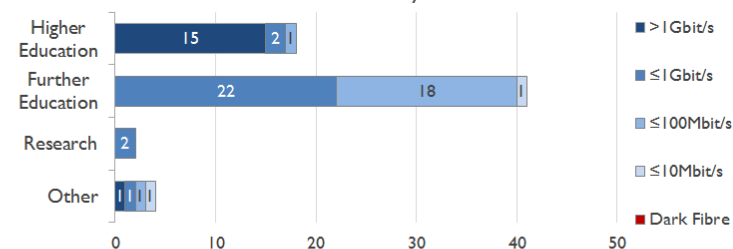


Service Reliability

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

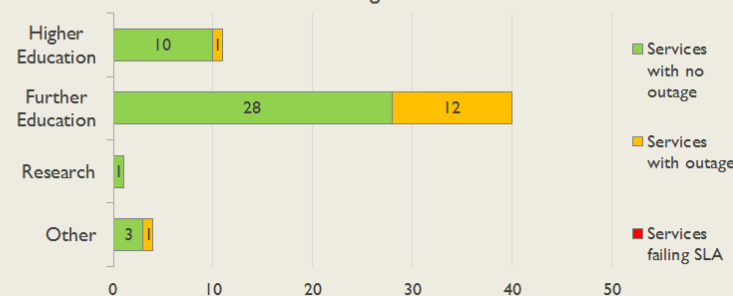


Connections in East Midlands by Contractual Bandwidth



Average Availability of All Services in East Midlands				Average Availability of All Services in Janet			
Sep 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Sep 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	0	99.99%	78	99.97%	11	99.98%	116
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 07m		0.29		5h 56m		0.47	
Based on 32 faults over the last 24 months				Based on 1046 faults over the last 24 months			

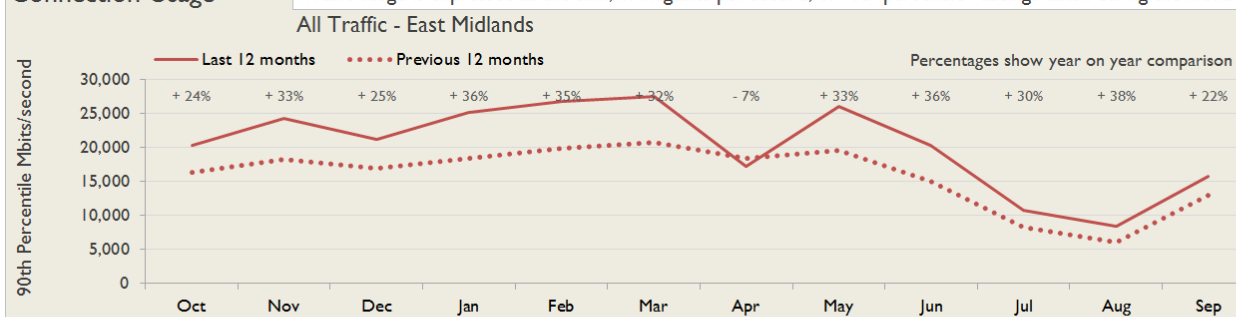
East Midlands Service Outages - Last 12 Months



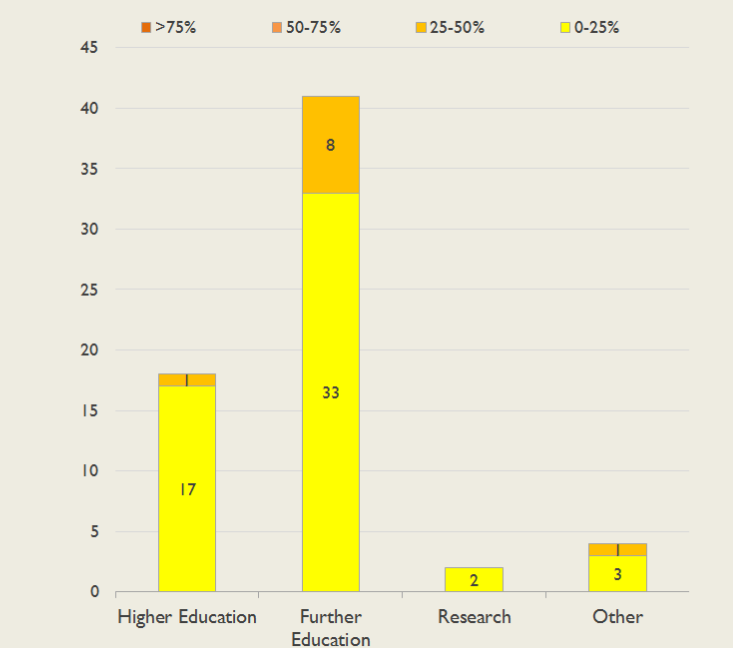
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

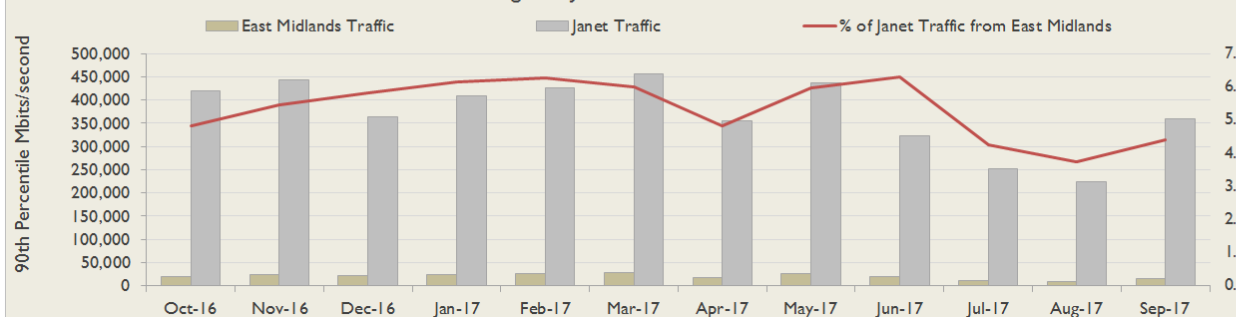
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



East Midlands 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
Bilborough College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bishop Burton College, Lincoln	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bishop Burton College, Riseholme	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bishop Grosseteste University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Boston College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brooksby Melton College, Brooksby Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brooksby Melton College, Melton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Burton and South Derbyshire College, Burton Town Centre Campus	100%	100%	99.71%	100%	100%	100%	99.96%	100%	100%	100%	100%	100%	99.97%
Burton and South Derbyshire College, South Derbyshire Campus	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	99.99%
Chesterfield College, Automotive Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chesterfield College, Infirmary Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
De Montfort University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Derby City Council, Personal & Community Development	100%	100%	99.79%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
Derby College, Ilkeston Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Derby College, Joseph Wright Campus	100%	100%	99.71%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
EMPSN Infrastructure Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gateway Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Grantham College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Homefield College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leicester College, Abbey Park Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leicester College, Freeman's Park Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leicester Grammar School Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lincoln College, Lincoln	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
Lincoln College, Newark	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	99.99%
Linkage Community Trust, Toynton Campus	100%	100%	100%	100%	100%	100%	100%	99.93%	100%	100%	100%	100%	>99.99%
Linkage Community Trust, Weelsby Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loughborough College, via Loughborough University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loughborough College, via Telehouse West	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	99.99%
Loughborough University, Central Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loughborough University, Holywell Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
National Learning and Work Institute, Leicester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, British Geological Survey Keyworth *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College Stamford	100%	100%	100%	99.96%	100%	100%	100%	100%	100%	98.71%	100%	100%	99.89%
Northampton College, via Telecity Powergate	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Northampton College, via University of Northampton	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Nottingham College, Basford Hall Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.51%	100%	100%	99.88%
Nottingham College, Beeston Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Nottingham College, Clarendon	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.50%	100%	99.94%	99.87%
Nottingham College, Clifton	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Nottingham College, ncn City	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Nottingham Trent University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Nottingham Trent University, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Portland College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Regent College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RNIB College Loughborough	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RNN Group, North Notts College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	100%	>99.99%
Stephenson College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Nottingham	99.19%	98.44%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.80%
The University of Nottingham *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tresham College of Further and Higher Education, Corby Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Derby *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Leicester *	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 Lincoln *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Nottinghamshire College, Mansfield	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, East Midlands	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.88%	100%	100%	99.82%
Wyggeston and Queen Elizabeth I 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
Boston College	20/09/2017 23:50	21/09/2017 00:01	00:00	00:11	Unknown reason for outage	Unknown
Leicester College, Freeman's Park Campus	15/09/2017 18:07	15/09/2017 18:23	00:00	00:16	Customer Scheduled Maintenance	Site maintenance
Loughborough College, via Loughborough University	17/09/2017 13:38	18/09/2017 07:15	00:00	17:37	Customer Environment	Customer local power outage
National Learning and Work Institute, Leicester	08/09/2017 14:22	08/09/2017 15:45	00:00	01:23	Customer Scheduled Maintenance	Scheduled customer power maintenance
University of Lincoln, Link 2	09/09/2017 08:24	09/09/2017 10:09	00:00	01:45	Regional Network Emergency Maintenance	Emergency power maintenance
Loughborough University, Holywell Park	15/09/2017 21:37	16/09/2017 00:41	00:00	03:04	Customer Environment	Site power failure - Loughborough University, Holywell Park
Nottingham College, Clarendon	18/09/2017 18:46	18/09/2017 19:13	00:00	00:27	Telco Equipment	Faulty telco equipment
Burton and South Derbyshire College, South Derbyshire Campus	07/09/2017 06:34	07/09/2017 07:38	00:00	01:04	Unknown reason for outage	Site investigated, no cause found
Loughborough College, via Telehouse West	17/09/2017 13:58	17/09/2017 14:36	00:00	00:38	Customer Environment	Customer local power outage
Lincoln College, Newark	12/09/2017 00:46	12/09/2017 01:06	00:00	00:20	Telco Scheduled Maintenance	Scheduled maintenance

Link Utilisation of Contractual Bandwidth

The table shows utilisation at the 90th percentile, i.e. for 90% of the samples within the period the traffic was at or below the level shown and for 10% of the samples traffic was above the level shown. The figure therefore gives a reasonable indication of the loading of the connection during the busiest periods. The measurements are shown as a percentage of the available contractual bandwidth, and only the highest of the to/from readings for the month is used.

Connection	Current Bandwidth	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Bilborough College	200Mbit/s	51%	64%	47%	62%	53%	61%	12%	53%	51%	6%	2%	46%
Bishop Burton College, Lincoln	1Gbit/s	2%	2%	1%	2%	2%	3%	1%	2%	2%	<0.5%	<0.5%	2%
Bishop Burton College, Riseholme	100Mbit/s	19%	15%	13%	12%	13%	13%	9%	12%	12%	5%	2%	11%
Bishop Grosseteste University	1Gbit/s	5%	5%	4%	5%	6%	6%	5%	5%	3%	5%	2%	5%
Boston College	1Gbit/s	85%	85%	73%	82%	79%	87%	6%	33%	14%	3%	2%	28%
Brooksby Melton College, Brooksby Campus	1Gbit/s	5%	6%	4%	6%	6%	7%	4%	5%	3%	3%	4%	7%
Brooksby Melton College, Melton Campus	100Mbit/s	15%	17%	6%	18%	20%	25%	12%	23%	18%	6%	5%	14%
Burton and South Derbyshire College, Burton Town Centre Campus	1Gbit/s	7%	10%	7%	11%	10%	13%	8%	13%	10%	3%	2%	7%
Burton and South Derbyshire College, South Derbyshire Campus	100Mbit/s	3%	6%	3%	7%	6%	9%	2%	9%	5%	1%	1%	3%
Chesterfield College, Automotive Campus	100Mbit/s	1%	2%	1%	2%	2%	2%	2%	1%	1%	1%	1%	1%
Chesterfield College, Infirmary Road	1Gbit/s	16%	20%	16%	21%	22%	23%	13%	21%	16%	3%	3%	13%
De Montfort University, Clephan Building	10Gbit/s	4%	3%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
De Montfort University, John Whitehead Building	10Gbit/s	3%	8%	7%	8%	9%	9%	7%	7%	3%	3%	4%	4%
Derby City Council, Personal & Community Development	10Mbit/s	44%	24%	13%	20%	24%	31%	20%	30%	26%	21%	3%	1%
Derby College, Ilkeston Campus	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	20%	22%
Derby College, Joseph Wright Campus	1Gbit/s	36%	46%	31%	41%	40%	47%	31%	54%	44%	15%	10%	36%
EMPSN Infrastructure Limited, via Lowdham	10Gbit/s	29%	34%	32%	34%	35%	38%	23%	39%	37%	31%	9%	35%
Gateway Sixth Form College	1Gbit/s	12%	14%	8%	12%	13%	15%	9%	14%	9%	1%	1%	10%
Grantham College	100Mbit/s	41%	53%	49%	53%	50%	57%	26%	52%	48%	13%	9%	32%
Homefield College Limited	100Mbit/s	9%	11%	8%	13%	12%	19%	11%	19%	24%	8%	11%	18%
Leicester College, Abbey Park Campus	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Leicester College, Freeman's Park Campus	1Gbit/s	21%	28%	20%	25%	23%	29%	15%	29%	22%	5%	5%	19%
Leicester Grammar School Trust	1Gbit/s	3%	4%	3%	3%	4%	5%	1%	5%	4%	1%	1%	4%
Lincoln College, Lincoln	1Gbit/s	14%	19%	11%	20%	19%	22%	7%	21%	14%	4%	4%	14%

Connection	Current Bandwidth	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Lincoln College, Newark	1Gbit/s	2%	3%	1%	3%	3%	3%	1%	3%	2%	<0.5%	<0.5%	2%
Linkage Community Trust, Toynton Campus	100Mbit/s	22%	26%	18%	21%	21%	21%	19%	22%	21%	22%	19%	23%
Linkage Community Trust, Weelsby Campus	100Mbit/s	16%	19%	19%	17%	18%	20%	14%	18%	19%	20%	17%	26%
Loughborough College, via Loughborough University	1Gbit/s	27%	32%	23%	29%	32%	36%	22%	31%	20%	5%	4%	25%
Loughborough College, via Telehouse West	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Loughborough University, Central Park	10Gbit/s	31%	34%	34%	37%	39%	39%	15%	39%	35%	8%	8%	10%
Loughborough University, Holywell Park	10Gbit/s	10%	11%	10%	12%	12%	12%	4%	12%	10%	4%	3%	5%
National Learning and Work Institute, Leicester	100Mbit/s	6%	7%	18%	7%	4%	2%	4%	3%	4%	3%	2%	7%
Natural Environment Research Council, British Geological Survey Keyworth, via Clifton	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Natural Environment Research Council, British Geological Survey Keyworth, via Kings Meadow	1Gbit/s	14%	13%	14%	15%	15%	14%	15%	14%	14%	14%	14%	21%
New College Stamford	100Mbit/s	76%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Northampton College, via Telecity Powergate	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Northampton College, via University of Northampton	1Gbit/s	22%	24%	23%	27%	27%	29%	8%	29%	16%	7%	6%	21%
Nottingham College, Basford Hall Campus	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	5%	8%	3%	7%	5%	2%	1%	<0.5%
Nottingham College, Beeston Campus	200Mbit/s	63%	79%	56%	71%	72%	86%	43%	59%	56%	24%	20%	35%
Nottingham College, Clarendon	1Gbit/s	5%	6%	5%	5%	5%	6%	4%	6%	5%	3%	1%	3%
Nottingham College, Clifton	500Mbit/s	4%	8%	9%	12%	11%	12%	<0.5%	17%	13%	3%	2%	5%
Nottingham College, ncn City	1Gbit/s	19%	26%	17%	24%	16%	19%	9%	16%	13%	4%	3%	14%
Nottingham Trent University, Additional Connection	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Nottingham Trent University, Barnes Wallis Building	10Gbit/s	26%	28%	22%	29%	29%	31%	27%	30%	20%	8%	6%	11%
Nottingham Trent University, Erasmus Darwin Building	10Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Portland College	1Gbit/s	3%	3%	2%	2%	3%	3%	2%	3%	3%	2%	2%	2%
Regent College	100Mbit/s	92%	99%	97%	98%	98%	95%	10%	51%	35%	5%	6%	47%
RNIB College Loughborough	100Mbit/s	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
RNN Group, North Notts College	1Gbit/s	5%	7%	4%	7%	6%	7%	2%	7%	5%	2%	1%	3%
Stephenson College	100Mbit/s	32%	42%	27%	38%	40%	37%	17%	36%	37%	20%	7%	23%
The Open University, Nottingham	100Mbit/s	16%	17%	19%	22%	23%	23%	20%	23%	26%	26%	27%	28%
The University of Northampton, Rockingham Building	10Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	2%	7%
The University of Nottingham, King's Meadow Campus	10Gbit/s	23%	25%	24%	25%	25%	24%	18%	26%	18%	4%	<0.5%	<0.5%

Connection	Current Bandwidth	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
The University of Nottingham, University Park Campus	10Gbit/s	12%	13%	11%	12%	16%	19%	12%	17%	13%	13%	16%	22%
Tresham College of Further and Higher Education, Corby Campus	100Mbit/s	37%	49%	31%	44%	43%	47%	14%	41%	28%	6%	4%	21%
University of Derby, Kedleston Road	10Gbit/s	5%	6%	4%	4%	5%	6%	5%	4%	3%	2%	2%	5%
University of Derby, Markeaton Street	10Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	6%	6%	4%	4%	3%	<0.5%	<0.5%	<0.5%
University of Leicester, Bennet Building	10Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
University of Leicester, Data Centre	10Gbit/s	11%	12%	9%	23%	23%	14%	9%	13%	16%	14%	20%	16%
University of Lincoln, Link 1	10Gbit/s	11%	12%	11%	10%	12%	13%	11%	10%	4%	3%	3%	11%
University of Lincoln, Link 2	10Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
West Nottinghamshire College, Mansfield, Link 1	1Gbit/s	29%	34%	32%	35%	32%	38%	26%	39%	35%	8%	8%	31%
Workers' Educational Association, East Midlands	10Mbit/s	8%	10%	6%	7%	7%	6%	6%	9%	10%	9%	9%	12%
Wyggeston and Queen Elizabeth I College, via De Montfort	500Mbit/s	16%	22%	14%	23%	21%	23%	11%	17%	14%	1%	2%	19%
Wyggeston and Queen Elizabeth I College, via Leicester	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%