

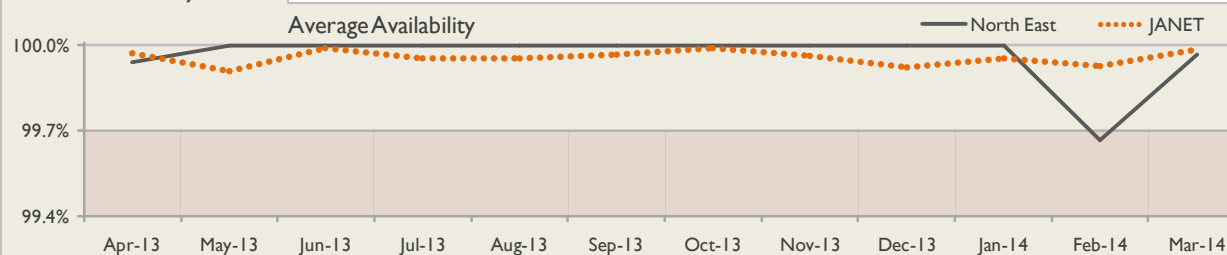


North East Service Report

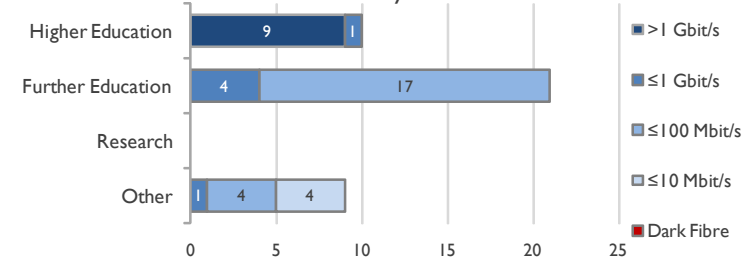
March 2014

Service Reliability

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



Connections in North East by Bandwidth



Average Availability of All Services in North East

Average Availability of All Services in Janet

Mar 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	15	99.96%	189	99.99%	6	99.96%	228
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
2h 13m		1.19		7h 45m		0.73	
Based on 83 faults over the last 24 months				Based on 1423 faults over the last 24 months			

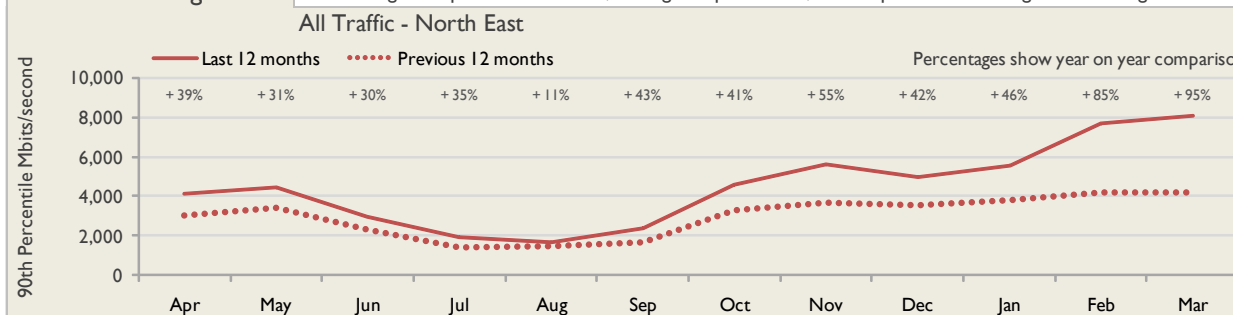
North East Service Outages - Last 12 Months



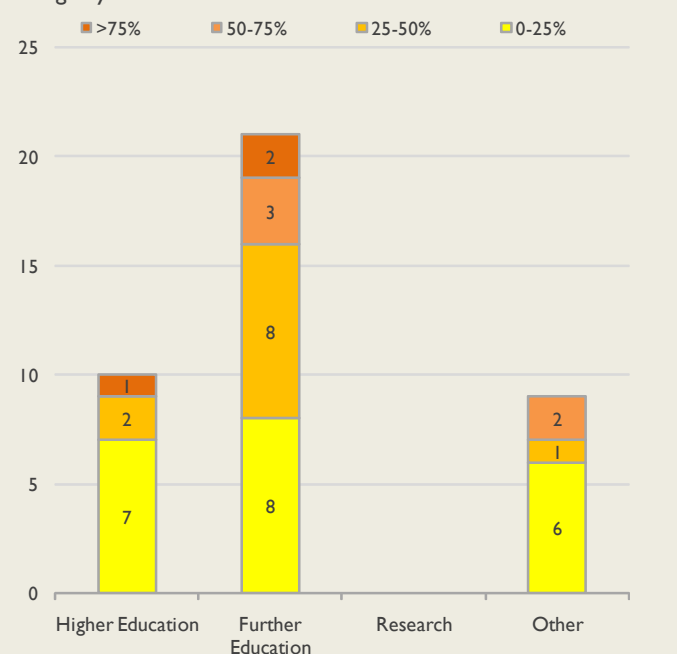
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

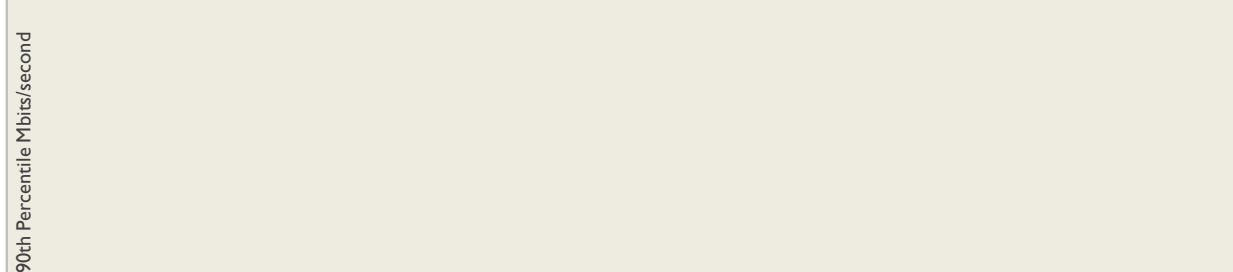
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



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



North East 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

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	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	12 Month Rolling Availability
Bishop Auckland College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Sunderland College	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Cleveland College of Art and Design	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Darlington College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Derwentside College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Durham County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Durham College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Education and Services for People with Autism Limited	99.31%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
Gateshead College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hartlepool College of Further Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hartlepool Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middlesbrough College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middlesbrough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	88.39%	100%	99.03%
New College, Durham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newcastle College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North East Autism Society	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northern Counties College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northumberland College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northumberland County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Prior Pursglove College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Queen Elizabeth Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redcar and Cleveland College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Mencap Society, Mencap National College - Dilston	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Tyneside College	99.31%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
South Tyneside Metropolitan Borough Council, Personal & Community Development	99.31%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%

Service	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	12 Month Rolling Availability
Stockton Riverside College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Teesside University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tyne Metropolitan College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Durham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Newcastle upon Tyne	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Northumbria at Newcastle	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Sunderland	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Nottinghamshire College, Newcastle								100%	100%	100%	100%	98.79%	<12 Months
Workers' Educational Association, Newcastle upon Tyne	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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
West Nottinghamshire College, Newcastle	05/03/2014 05:28	05/03/2014 18:38	04:09	09:01	Telco Equipment	Power failure caused BT NTE to lose configuration
West Nottinghamshire College, Newcastle	05/03/2014 18:38	06/03/2014 16:47	16:32	05:37	MRS Configuration	Power failure also caused MRS router to lose configuration
University of Newcastle upon Tyne, Old Library	11/03/2014 07:18	11/03/2014 08:25	00:00	01:07	Customer Configuration	Firewall issue
Durham County Council	11/03/2014 07:39	11/03/2014 09:00	00:00	01:21	RNO Scheduled Maintenance	Repatching to new fibres
Durham County Council	11/03/2014 09:00	11/03/2014 11:22	00:00	02:22	RNO Scheduled Maintenance	Repatching to new fibres
University of Newcastle upon Tyne, Old Library	11/03/2014 11:27	13/03/2014 09:37	00:00	22:10	Customer Configuration	Firewall issue

Link Utilisation

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 raw bandwidth, and only the highest of the to/from readings for the month is used.

Connection	Current Bandwidth	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Bishop Auckland College	100Mbit/s	13%	18%	15%	5%	3%	11%	14%	17%	15%	20%	19%	23%
City of Sunderland College	500Mbit/s	21%	18%	9%	3%	2%	14%	19%	21%	20%	24%	23%	29%
Cleveland College of Art and Design	100Mbit/s	29%	32%	14%	5%	4%	30%	42%	46%	42%	51%	54%	55%
Darlington College	100Mbit/s	19%	23%	22%	6%	5%	19%	26%	31%	26%	33%	32%	37%
Derwentside College	100Mbit/s	3%	4%	4%	3%	2%	4%	4%	5%	4%	5%	5%	5%
Durham County Council	1Gbit/s	39%	54%	57%	53%	18%	55%	53%	56%	54%	61%	61%	67%
East Durham College	100Mbit/s	19%	25%	20%	8%	4%	19%	29%	33%	30%	37%	31%	39%
Education and Services for People with Autism Limited	100Mbit/s	4%	5%	5%	5%	2%	4%	4%	4%	4%	4%	4%	4%
Gateshead College	200Mbit/s	24%	28%	22%	9%	5%	17%	23%	29%	22%	28%	25%	31%
Hartlepool College of Further Education	100Mbit/s	21%	26%	14%	6%	0%	24%	24%	27%	23%	31%	27%	31%
Hartlepool Sixth Form College	100Mbit/s	14%	19%	17%	3%	2%	17%	23%	26%	21%	23%	22%	30%
Middlesbrough College	1Gbit/s	56%	67%	56%	12%	11%	50%	74%	74%	66%	77%	8%	9%
Middlesbrough Council, Personal & Community Development	10Mbit/s	2%	3%	9%	13%	13%	11%	13%	12%	9%	14%	12%	11%
New College, Durham	100Mbit/s	14%	17%	15%	7%	6%	17%	22%	27%	23%	28%	48%	60%
Newcastle College	1Gbit/s	10%	11%	8%	3%	3%	7%	10%	12%	9%	14%	13%	15%
North East Autism Society	10Mbit/s	1%	2%	3%	2%	2%	1%	1%	2%	2%	2%	2%	1%
Northern Counties College	100Mbit/s	5%	8%	8%	8%	3%	9%	10%	11%	11%	12%	10%	12%
Northumberland College	100Mbit/s	12%	15%	15%	4%	3%	11%	17%	19%	12%	22%	19%	23%
Northumberland County Council, Personal & Community Development	10Mbit/s	14%	17%	23%	23%	8%	28%	25%	24%	22%	27%	29%	27%
Prior Pursglove College	100Mbit/s	18%	28%	19%	6%	2%	19%	34%	44%	39%	49%	39%	54%
Queen Elizabeth Sixth Form College	100Mbit/s	41%	39%	17%	3%	3%	49%	63%	70%	64%	73%	81%	86%
Redcar and Cleveland College	100Mbit/s	13%	14%	9%	3%	3%	9%	15%	16%	12%	17%	18%	20%
Royal Mencap Society, Mencap National College - Dilston	20Mbit/s	8%	10%	12%	10%	2%	14%	13%	19%	16%	16%	12%	16%
South Tyneside College	100Mbit/s	22%	24%	23%	19%	9%	41%	53%	61%	54%	76%	84%	77%
South Tyneside Metropolitan Borough Council, Personal & Community Development	30Mbit/s	47%	45%	44%	47%	48%	49%	52%	58%	51%	57%	61%	61%
Stockton Riverside College	100Mbit/s	26%	30%	23%	5%	5%	23%	35%	37%	33%	40%	36%	43%

Connection	Current Bandwidth	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Stockton Sixth Form College	100Mbit/s	4%	6%	5%	4%	1%	7%	8%	10%	9%	10%	9%	13%
Teesside University, Middlesbrough Tower	2Gbit/s	17%	15%	7%	5%	5%	5%	9%	11%	7%	10%	12%	12%
Teesside University, Parkside West	2Gbit/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%
Tyne Metropolitan College	100Mbit/s	18%	25%	28%	6%	4%	22%	19%	30%	26%	28%	28%	33%
University of Durham, Computing & Maths Building	4Gbit/s	32%	36%	28%	17%	14%	13%	40%	42%	37%	36%	45%	44%
University of Durham, EGG Building	4Gbit/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 Newcastle upon Tyne, Claremont Tower	2Gbit/s	60%	67%	42%	29%	30%	37%	65%	74%	70%	80%	78%	87%
University of Newcastle upon Tyne, Old Library	10Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	17%	16%
University of Northumbria at Newcastle, City Campus	2Gbit/s	31%	25%	14%	5%	5%	7%	14%	17%	11%	14%	20%	21%
University of Northumbria at Newcastle, Coach Lane Campus	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%
University of Sunderland, City Campus	2Gbit/s	20%	20%	11%	7%	8%	16%	23%	25%	23%	23%	26%	28%
University of Sunderland, St Peter's Campus	2Gbit/s	<0.5%	<0.5%	<0.5%	8%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
West Nottinghamshire College, Newcastle	100Mbit/s	0%	0%	0%	0%	0%	0%	0%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Workers' Educational Association, Newcastle upon Tyne	4Mbit/s	7%	5%	4%	6%	5%	4%	5%	5%	6%	5%	5%	5%