

janet

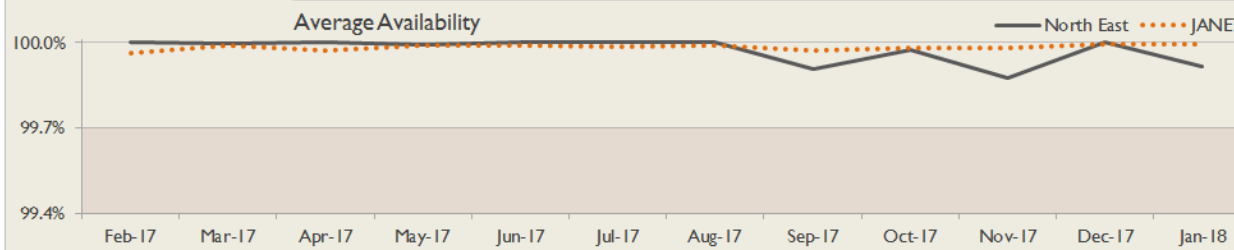
North East Service Report

January 2018

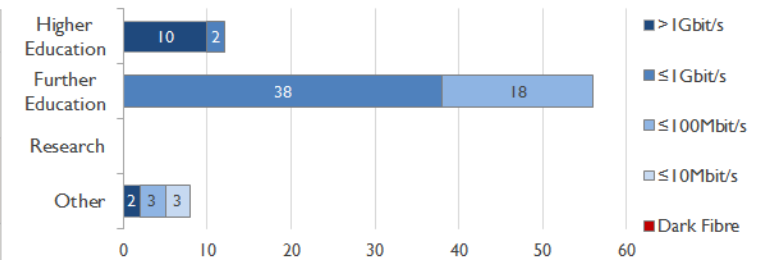


Service Reliability

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

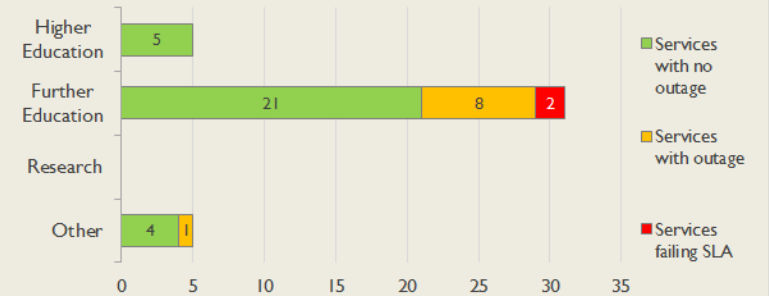


Connections in North East by Contractual Bandwidth



Average Availability of All Services in North East				Average Availability of All Services in Janet			
Jan 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jan 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.92%	38	99.97%	153	>99.99%	3	99.98%	85
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 59m		0.27		5h 02m		0.40	
Based on 24 faults over the last 24 months				Based on 914 faults over the last 24 months			

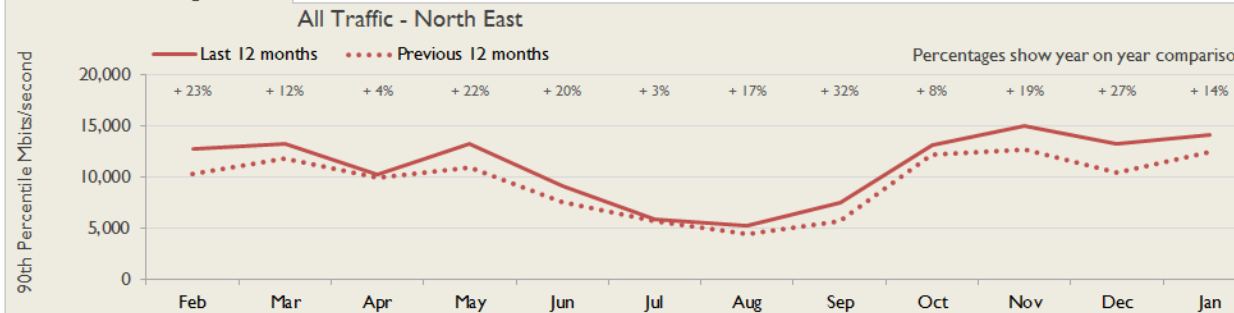
North East Service Outages - Last 12 Months



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

Connection Usage

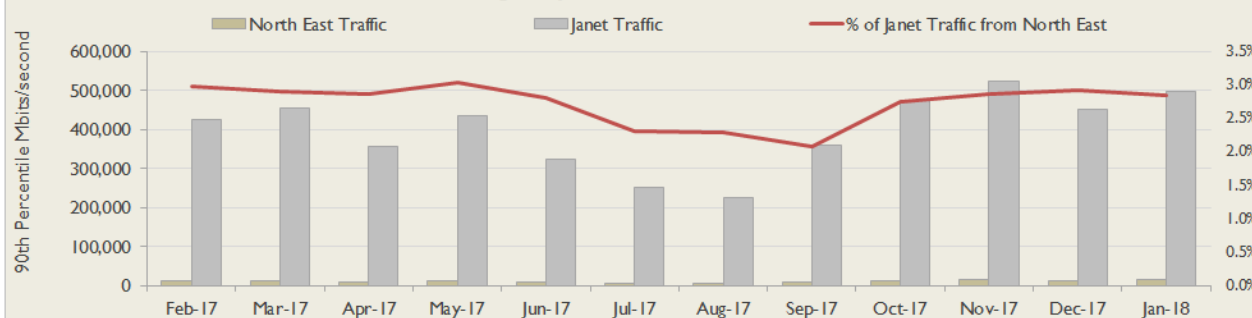
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% Utilisation of Available Contractual 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

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	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	12 Month Rolling Availability
Bishop Auckland College, Woodhouse Lane Campus [1]	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
Bishop Auckland College, Woodhouse Lane Campus [2] *	100%	100%	100%	100%	100%	100%	100%	100%	98.91%	100%	100%	100%	99.91%
Cleveland College of Art and Design, CCAD Hartlepool	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	>99.99%
Cleveland College of Art and Design, CCAD Middlesbrough *	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, Houghall Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Durham College, Houghall Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Durham College, Peterlee Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Education and Services for People with Autism Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gateshead College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hartlepool College of Further Education, via Teeside University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hartlepool College of Further Education, via Telehouse West	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
Jisc Commercial Limited, Rolls Royce	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%	100%	100%	100%
NCG, Newcastle College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College Durham, ICT Services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College Durham, Sports Building	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
Northumberland College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	12 Month Rolling Availability
Northumberland County Council, Personal & Community Development *	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Percy Hedley College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.35%	100%	100%	99.78%
Queen Elizabeth Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redcar and Cleveland College, via Teeside University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Tyneside Council, Personal & Community Development *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockton Riverside College, via Teeside University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sunderland College, Bede Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sunderland College, Hartlepool SFC *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sunderland College, Sunderland to Hartlepool										100%	100%	100%	<12 Months
Sunderland College, Washington Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	96.27%	99.68%
Teesside University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tees Valley Collaborative Trust, Prior Pursglove College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tees Valley Collaborative Trust, Stockton Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cambian Group, Mencap Dilston College *	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Tyne Coast College, South Tyneside College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tyne Coast College, Tyne Metropolitan College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.42%	100%	100%	99.78%
University of Durham *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Durham, Arthur Holmes Building - Holliday Building								100%	100%	100%	100%	100%	<12 Months
University of Durham, Josephine Butler Building - Wolfson Building								100%	100%	100%	100%	100%	<12 Months
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%
Workers' Educational Association, North East	100%	100%	100%	100%	100%	100%	100%	96.06%	100%	100%	100%	100%	99.67%

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
Sunderland College, Washington Campus	10/01/2018 16:01	11/01/2018 19:48	00:00	27:47	Telco Line	Fibre break at a construction site caused by roadworks

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	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Bishop Auckland College, Woodhouse Lane Campus [1]	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%
Bishop Auckland College, Woodhouse Lane Campus [2], Backup	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%
Bishop Auckland College, Woodhouse Lane Campus [2], via Teeside University	1Gbit/s	5%	5%	3%	6%	4%	2%	2%	6%	6%	7%	6%	7%
Cleveland College of Art and Design, CCAD Hartlepool	100Mbit/s	96%	74%	69%	97%	47%	8%	7%	52%	80%	80%	85%	54%
Cleveland College of Art and Design, CCAD Middlesbrough, Backup	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%
Cleveland College of Art and Design, CCAD Middlesbrough, via Teeside University	1Gbit/s	13%	14%	9%	13%	5%	1%	1%	11%	12%	14%	10%	13%
Darlington College	1Gbit/s	15%	16%	15%	20%	12%	5%	4%	12%	16%	22%	17%	18%
Darlington 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%
Derwentside College, via Durham University	1Gbit/s	5%	4%	3%	4%	5%	4%	5%	4%	5%	6%	4%	5%
Derwentside College, via University of Sunderland	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%
Durham County Council	10Gbit/s	39%	49%	13%	19%	15%	9%	3%	7%	8%	9%	1%	6%
East Durham College, Houghall Campus	100Mbit/s	<0.5%	<0.5%	1%	1%	1%	<0.5%	<0.5%	1%	1%	1%	1%	1%
East Durham College, Houghall Campus, Backup	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%
East Durham College, Houghall Campus, Primary Connection	100Mbit/s	1%	1%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
East Durham College, Peterlee Campus, Backup	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%
East Durham College, Peterlee Campus, via Sunderland University	1Gbit/s	14%	15%	10%	21%	20%	4%	3%	10%	14%	19%	16%	16%
Education and Services for People with Autism Limited, Backup	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%
Education and Services for People with Autism Limited, via Sunderland University	100Mbit/s	2%	2%	2%	2%	2%	2%	2%	2%	3%	5%	5%	5%
Gateshead College	1Gbit/s	21%	24%	15%	23%	17%	8%	5%	21%	22%	22%	22%	22%
Gateshead College, Backup	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%

Connection	Current Bandwidth	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Hartlepool College of Further Education, via Teeside University, Link 1	1Gbit/s	7%	7%	5%	8%	5%	2%	1%	5%	6%	8%	8%	10%
Hartlepool College of Further Education, via Teeside University, Link 2	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%
Hartlepool College of Further Education, 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%
Jisc Commercial Limited, Rolls Royce	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%
Middlesbrough College, via Teeside University	1Gbit/s	42%	45%	23%	41%	19%	5%	5%	24%	36%	42%	32%	43%
Middlesbrough College, via University of Sunderland	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%
Middlesbrough Council, Personal & Community Development, Backup	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%
Middlesbrough Council, Personal & Community Development, via Teeside University	10Mbit/s	24%	22%	21%	27%	28%	28%	25%	26%	32%	35%	23%	36%
NCG, Newcastle College	1Gbit/s	40%	44%	19%	39%	27%	9%	7%	26%	35%	42%	36%	38%
NCG, Newcastle College, Backup	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%
New College Durham, ICT Services	1Gbit/s	15%	21%	8%	17%	10%	3%	3%	15%	18%	21%	17%	18%
New College Durham, Sports Building	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%
Northumberland College	1Gbit/s	8%	9%	5%	8%	7%	3%	4%	13%	14%	17%	13%	17%
Northumberland College, Backup	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%
Northumberland 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%
Northumberland County Council, Personal & Community Development	10Mbit/s	34%	24%	120%	19%	4%	3%	2%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Northumberland County Council, Personal & Community Development, Backup	10Mbit/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%
Percy Hedley College	100Mbit/s	31%	35%	27%	35%	42%	36%	15%	35%	30%	37%	37%	36%
Percy Hedley College, Backup	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%
Queen Elizabeth Sixth Form College, Backup	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%
Queen Elizabeth Sixth Form College, via Teeside University	1Gbit/s	21%	23%	10%	18%	11%	1%	1%	22%	23%	28%	26%	23%
Redcar and Cleveland College, via Teeside University, Link 1	1Gbit/s	3%	4%	2%	4%	3%	1%	1%	3%	4%	5%	3%	4%
Redcar and Cleveland College, via Teeside University, Link 2	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%
South Tyneside Council, Personal & Community Development	30Mbit/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%
South Tyneside Council, Personal & Community Development, Backup	30Mbit/s	102%	104%	91%	100%	109%	111%	110%	102%	107%	106%	97%	110%

Connection	Current Bandwidth	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Stockton Riverside College, via Teeside University, Backup	1 Gbit/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%
Stockton Riverside College, via Teeside University, Primary Connection	1 Gbit/s	10%	12%	6%	11%	9%	3%	3%	9%	10%	12%	9%	12%
Sunderland College, Bede Campus, Backup	1 Gbit/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%
Sunderland College, Bede Campus, via Sunderland University	1 Gbit/s	17%	19%	12%	20%	13%	2%	3%	19%	22%	28%	26%	27%
Sunderland College, Hartlepool SFC, via Newcastle University	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%
Sunderland College, Hartlepool SFC, via Teeside University	100Mbit/s	32%	39%	16%	97%	61%	7%	7%	52%	37%	59%	29%	85%
Sunderland College, Sunderland to Hartlepool	1 Gbit/s												
Sunderland College, Washington Campus	1 Gbit/s	8%	8%	5%	8%	5%	1%	1%	5%	7%	9%	8%	8%
Teesside University, Middlesbrough Tower	2Gbit/s	26%	28%	18%	26%	12%	12%	11%	14%	31%	31%	24%	24%
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%
Tees Valley Collaborative Trust, Prior Pursglove College, via Teeside University	1 Gbit/s	16%	12%	8%	12%	10%	3%	1%	10%	11%	13%	12%	9%
Tees Valley Collaborative Trust, Prior Pursglove College, via University of Sunderland	1 Gbit/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%
Tees Valley Collaborative Trust, Stockton Sixth Form College, Backup	1 Gbit/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%
Tees Valley Collaborative Trust, Stockton Sixth Form College, via Teeside University	1 Gbit/s	10%	9%	5%	7%	6%	2%	1%	6%	6%	6%	6%	7%
The Cambian Group, Mencap Dilston College	20Mbit/s	<0.5%	<0.5%	<0.5%	3%	6%	5%	<0.5%	11%	11%	14%	1%	25%
The Cambian Group, Mencap Dilston College, Backup	20Mbit/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 Coast College, South Tyneside College	1 Gbit/s	16%	10%	6%	24%	29%	27%	23%	24%	27%	29%	31%	26%
Tyne Coast College, South Tyneside College, Backup	1 Gbit/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 Coast College, Tyne Metropolitan College	1 Gbit/s	7%	7%	4%	5%	4%	2%	1%	6%	6%	7%	8%	8%
Tyne Coast College, Tyne Metropolitan College, Backup	1 Gbit/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 Durham, Arthur Holmes Building - Holliday Building, Netpath Classic	1 Gbit/s								<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
University of Durham, Computing & Maths 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 Durham, Josephine Butler Building - Wolfson Building, Netpath Classic	1 Gbit/s								<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
University of Durham, The Arthur Holmes Building	10Gbit/s	39%	38%	39%	43%	30%	23%	18%	13%	40%	47%	49%	45%
University of Newcastle upon Tyne, Claremont Tower	10Gbit/s	173%	178%	144%	190%	131%	86%	89%	21%	37%	41%	34%	38%

Connection	Current Bandwidth	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
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%	<0.5%	<0.5%
University of Northumbria at Newcastle, City Campus	2Gbit/s	49%	58%	41%	38%	22%	21%	20%	36%	58%	63%	34%	46%
University of Northumbria at Newcastle, Coach Lane Campus	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%
University of Sunderland, City Campus	2Gbit/s	19%	20%	13%	17%	8%	7%	8%	12%	20%	22%	15%	16%
University of Sunderland, Sir Tom Cowie Campus	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%
Workers' Educational Association, North East	100Mbit/s	1%	1%	1%	1%	1%	1%	1%	<0.5%	<0.5%	1%	<0.5%	1%