

janet

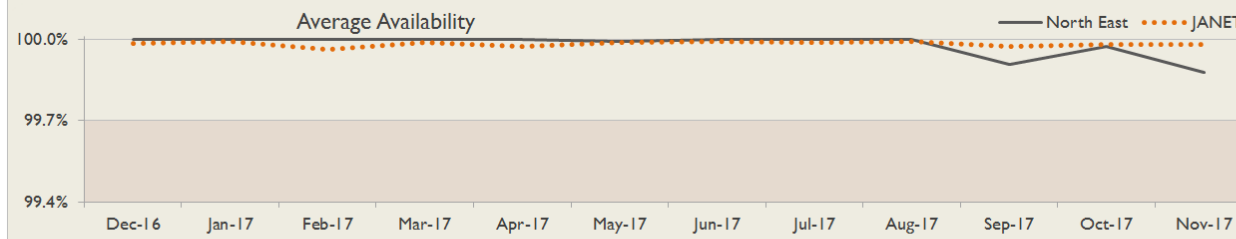
North East Service Report

November 2017

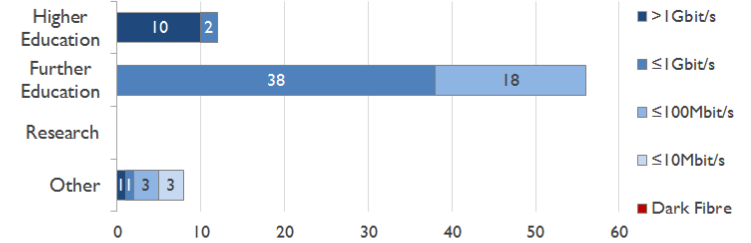


Service Reliability

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

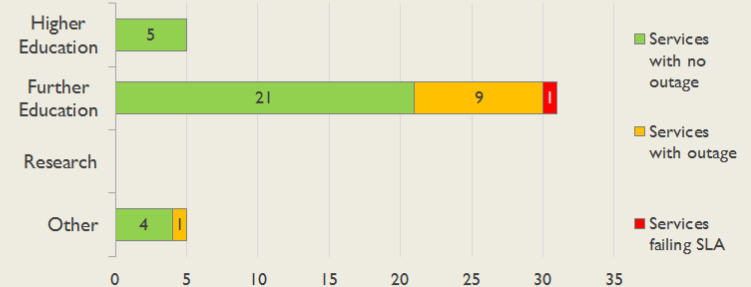


Connections in North East by Contractual Bandwidth



Average Availability of All Services in North East				Average Availability of All Services in Janet			
Nov 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Nov 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.88%	53	99.98%	115	99.98%	8	99.98%	97
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
3h 59m		0.26		5h 50m		0.42	
Based on 23 faults over the last 24 months				Based on 953 faults over the last 24 months			

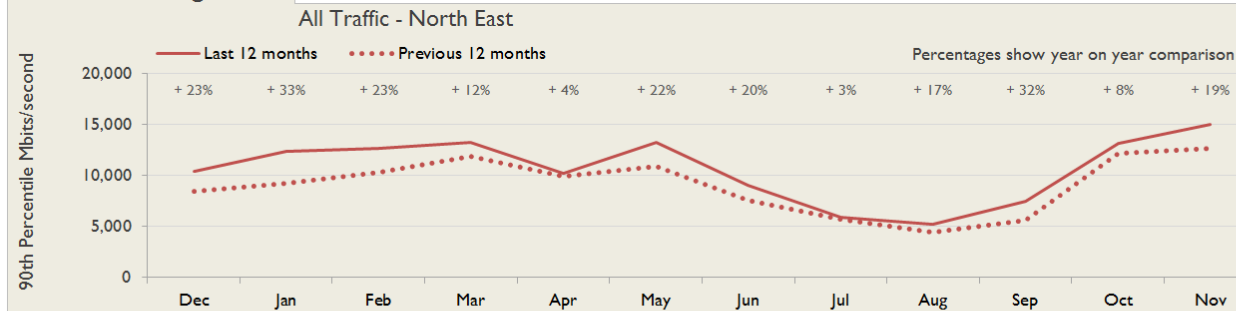
North East Service Outages - Last 12 Months



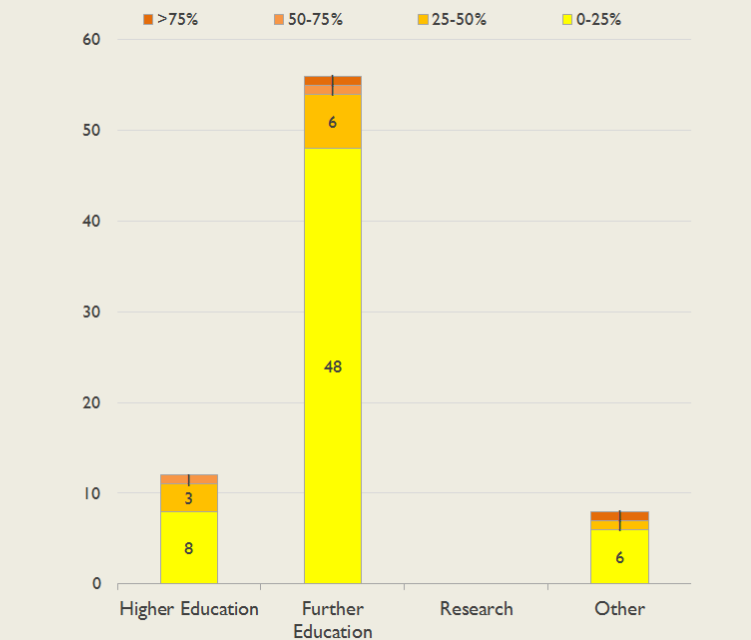
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

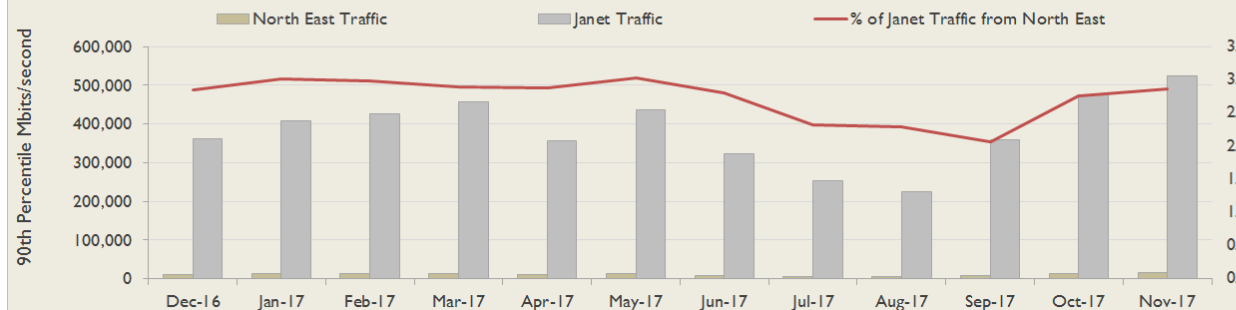
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% 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	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	12 Month Rolling Availability
Bishop Auckland College, Woodhouse Lane Campus [1]	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	99.99%
Bishop Auckland College, Woodhouse Lane Campus [2] *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.91%	100%	99.91%
Cleveland College of Art and Design, CCAD Hartlepool	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	>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%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	99.99%

Service	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	12 Month Rolling Availability
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%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	99.99%
Northumberland College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northumberland County Council, Personal & Community Development *	100%	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Percy Hedley College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.35%	99.78%
Prior Pursglove and Stockton Sixth Form College, Prior Pursglove College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Prior Pursglove and Stockton Sixth Form College, Stockton Sixth Form 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, 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%	<12 Months
Sunderland College, Washington Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	>99.99%

Service	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	12 Month Rolling Availability
Teesside University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cambian Group, Mencap Dilston College *	100%	100%	100%	99.96%	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%	100%	100%	97.42%	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%	<12 Months
University of Durham, Josephine Butler Building - Wolfson Building										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%	100%	100%	96.06%	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
Middlesbrough College, via Teeside University	28/11/2017 00:23	28/11/2017 00:57	00:00	00:34	Telco Scheduled Maintenance	Scheduled maintenance
Percy Hedley College	09/11/2017 15:15	10/11/2017 10:21	00:00	19:06	Telco Equipment	Telco equipment fault (Metnet port)
Percy Hedley College, Backup	09/11/2017 15:15	10/11/2017 10:21	00:00	19:06	Telco Equipment	Telco equipment fault (Metnet port)
Northumberland College, via Telecite Powergate	15/11/2017 03:51	15/11/2017 04:35	00:00	00:44	Telco Unscheduled Maintenance	Unscheduled maintenance
Tyne Coast College, Tyne Metropolitan College	01/11/2017 01:41	02/11/2017 02:57	06:40	18:36	Telco Line	Telco fibre twisted after unplanned maintenance
Tyne Coast College, Tyne Metropolitan College, Backup	01/11/2017 01:41	02/11/2017 02:57	06:40	18:36	Telco Line	Telco fibre twisted after unplanned maintenance
Durham County Council	18/11/2017 22:03	19/11/2017 02:17	00:00	04:14	Telco Scheduled Maintenance	Scheduled maintenance to divert cables
Hartlepool College of Further Education, via Telehouse West	09/11/2017 01:17	09/11/2017 01:56	00:00	00:39	Customer Environment	Customer power outage
Sunderland College, Washington Campus	15/11/2017 03:51	15/11/2017 04:35	00:00	00:44	Telco Unscheduled Maintenance	Unscheduled maintenance
Cleveland College of Art and Design, CCAD Hartlepool	15/11/2017 03:51	15/11/2017 04:35	00:00	00:44	Telco Unscheduled Maintenance	Unscheduled maintenance