

janet

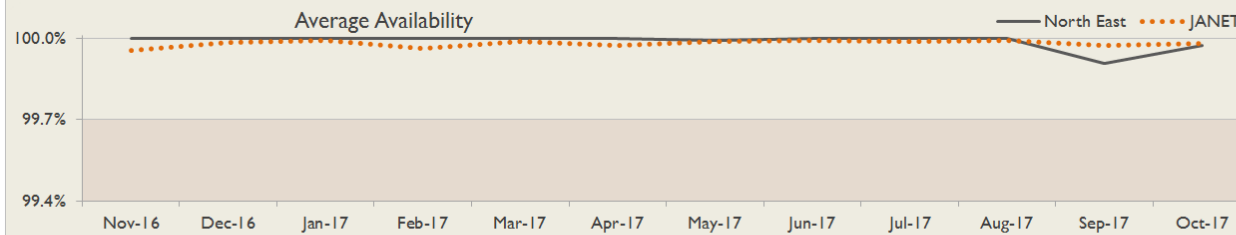
North East Service Report

October 2017



Service Reliability

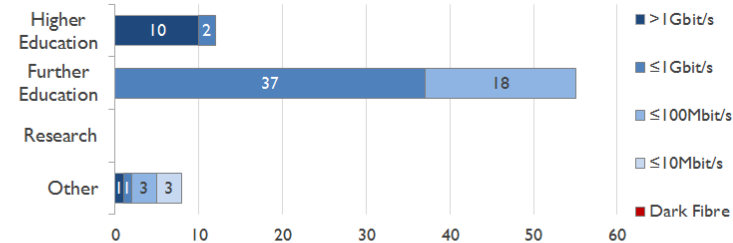
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



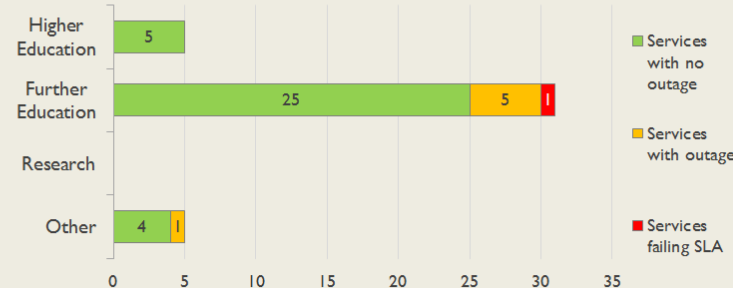
Average Availability of All Services in North East				Average Availability of All Services in Janet			
Oct 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Oct 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	11	99.99%	58	99.98%	9	99.98%	115
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
2h 46m		0.22		5h 48m		0.46	
Based on 19 faults over the last 24 months				Based on 1045 faults over the last 24 months			

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

Connections in North East by Contractual Bandwidth

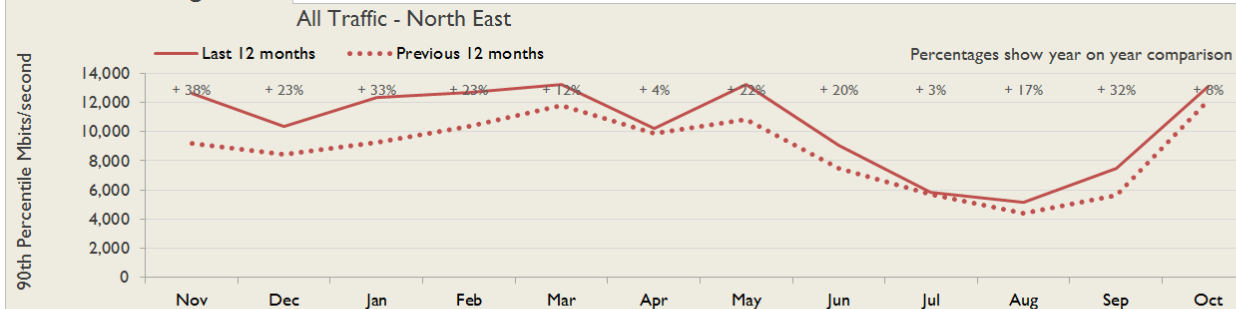


North East Service Outages - Last 12 Months

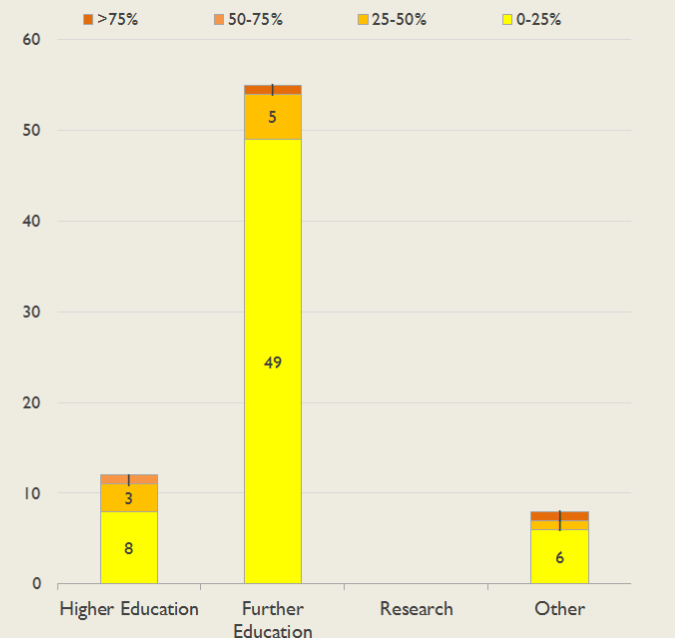


Connection Usage

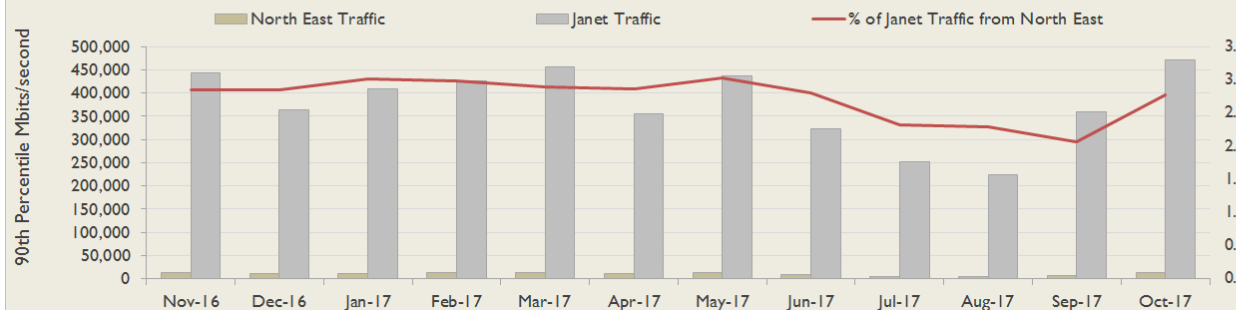
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



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

Service	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	12 Month Rolling Availability
Hartlepool Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	99.87%	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%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Percy Hedley College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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, Washington Campus	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%

Service	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	12 Month Rolling Availability
The Cambian Group, Mencap Dilston College *	100%	100%	100%	100%	99.96%	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%	100%	100%
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%	<12 Months
University of Durham, Josephine Butler Building - Wolfson Building											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%	100%	96.06%	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
Bishop Auckland College, Woodhouse Lane Campus [2], via Teeside University	18/10/2017 16:10	19/10/2017 01:12	00:54	08:08	Telco Line	Faulty port at third party hub site
Bishop Auckland College, Woodhouse Lane Campus [2], Backup	18/10/2017 16:10	19/10/2017 01:12	00:54	08:08	Telco Line	Faulty port at third party hub site
Cleveland College of Art and Design, CCAD Middlesbrough, via Teeside University	24/10/2017 07:59	24/10/2017 08:21	00:00	00:22	Telco Emergency Maintenance	Emergency maintenance
Derwentside College, via University of Sunderland	04/10/2017 21:53	05/10/2017 10:38	00:23	12:22	Telco Line	Fibre disturbed at A-end
Hartlepool College of Further Education, via Teeside University, Link I	24/10/2017 07:59	24/10/2017 08:21	00:00	00:22	Telco Emergency Maintenance	Emergency maintenance
The Cambian Group, Mencap Dilston College, Backup	21/10/2017 09:48	21/10/2017 11:58	00:00	02:10	Customer Scheduled Maintenance	Site maintenance
Middlesbrough Council, Personal & Community Development, via Teeside University	24/10/2017 07:59	24/10/2017 08:21	00:00	00:22	Telco Emergency Maintenance	Emergency maintenance
Middlesbrough College, via Teeside University	24/10/2017 07:59	24/10/2017 08:21	00:00	00:22	Telco Emergency Maintenance	Emergency maintenance
Northumberland College	16/10/2017 18:30	16/10/2017 18:50	00:00	00:20	Customer Environment	Customer power issue
Northumberland College, via Telesity Powergate	16/10/2017 18:30	16/10/2017 18:50	00:00	00:20	Customer Environment	Customer power issue
Prior Pursglove and Stockton Sixth Form College, Prior Pursglove College, via Teeside University	24/10/2017 07:59	24/10/2017 08:21	00:00	00:22	Telco Emergency Maintenance	Emergency maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Redcar and Cleveland College, via Teeside University, Link 1	24/10/2017 07:59	24/10/2017 08:21	00:00	00:22	Telco Emergency Maintenance	Emergency maintenance
Stockton Riverside College, via Teeside University, Primary Connection	24/10/2017 07:59	24/10/2017 08:21	00:00	00:22	Telco Emergency Maintenance	Emergency maintenance
Prior Pursglove and Stockton Sixth Form College, Stockton Sixth Form College, via Teeside University	24/10/2017 07:59	24/10/2017 08:21	00:00	00:22	Telco Emergency Maintenance	Emergency maintenance