

janet

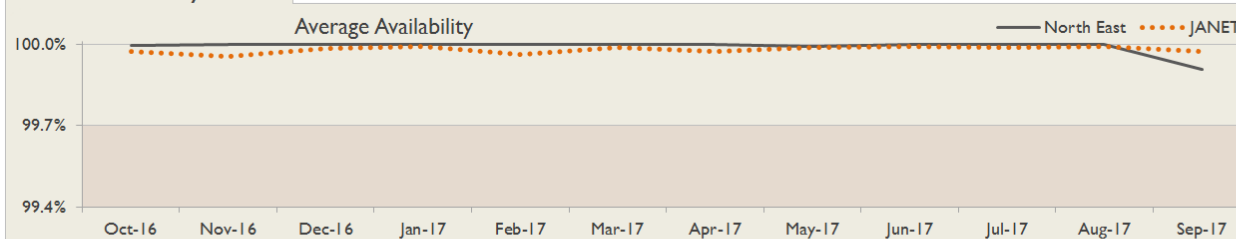
North East Service Report

September 2017



Service Reliability

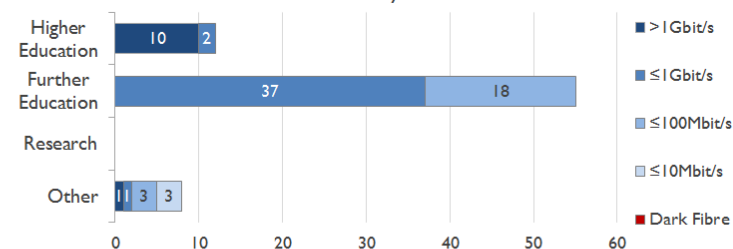
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



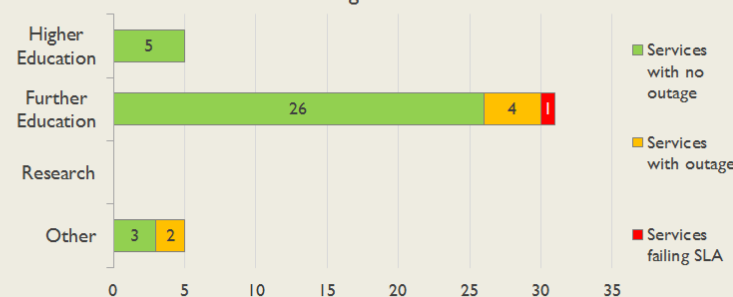
Average Availability of All Services in North East				Average Availability of All Services in Janet			
Sep 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Sep 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.91%	40	>99.99%	49	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	
2h 28m		0.21		5h 56m		0.47	
Based on 18 faults over the last 24 months				Based on 1046 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

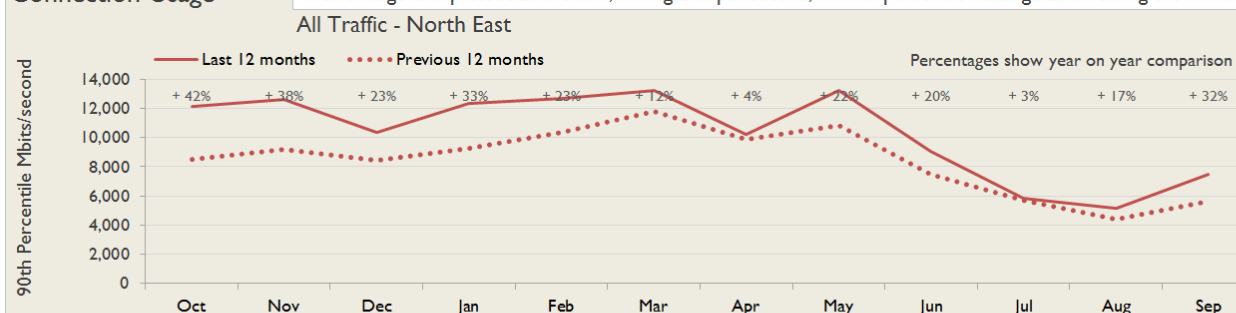


North East Service Outages - Last 12 Months

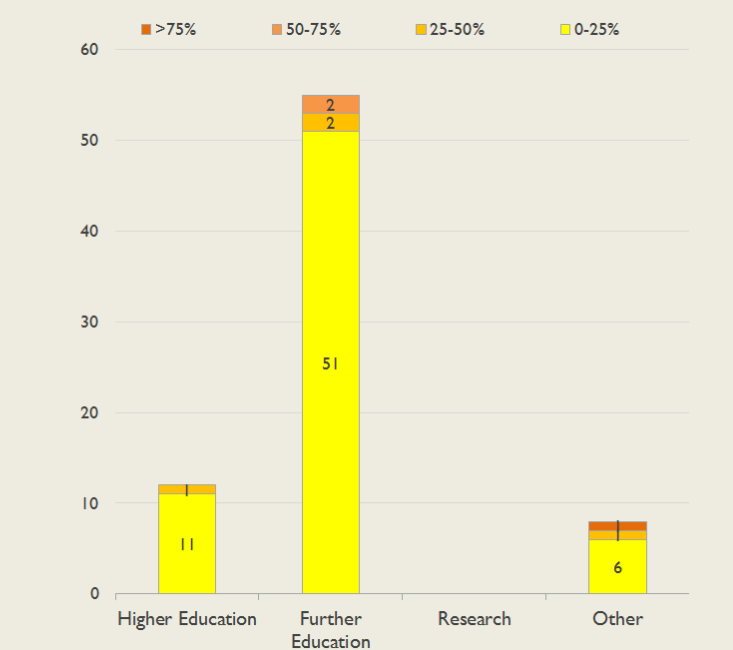


Connection Usage

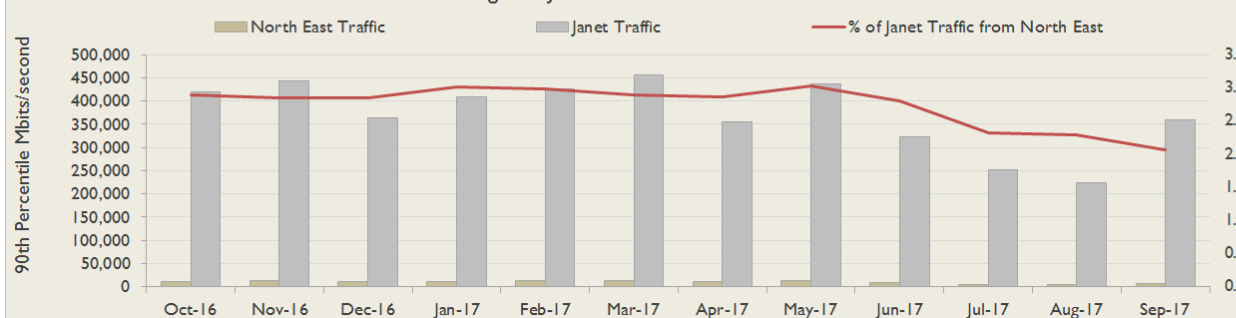
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% 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	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
Bishop Auckland College, Woodhouse Lane Campus [1]	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	99.99%
Bishop Auckland College, Woodhouse Lane Campus [2] *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	99.87%	100%	100%	100%	100%	99.99%

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
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 *	99.78%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
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%	100%	99.87%	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%	100%	99.96%	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	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
The Cambian Group, Mencap Dilston College *	100%	100%	100%	100%	100%	99.96%	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%	<12 Months
University of Durham, Josephine Butler Building - Wolfson Building												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%	100%	96.06%	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], Backup	01/09/2017 10:20	01/09/2017 14:07	00:00	03:47	Telco Equipment	Faulty SFP at telco exchange
Cleveland College of Art and Design, CCAD Middlesbrough, via Teeside University	30/09/2017 04:19	30/09/2017 13:00	00:00	08:41	Telco Equipment	Card failure
Hartlepool College of Further Education, via Teeside University, Link I	30/09/2017 04:19	30/09/2017 13:00	00:00	08:41	Telco Equipment	Card failure
Middlesbrough Council, Personal & Community Development, via Teeside University	30/09/2017 04:19	30/09/2017 13:00	00:00	08:41	Telco Equipment	Card failure
Middlesbrough College, via Teeside University	30/09/2017 04:19	30/09/2017 13:00	00:00	08:41	Telco Equipment	Card failure
Prior Pursglove and Stockton Sixth Form College, Prior Pursglove College, via Teeside University	30/09/2017 04:19	30/09/2017 13:00	00:00	08:41	Telco Equipment	Card failure
Redcar and Cleveland College, via Teeside University, Link I	30/09/2017 04:19	30/09/2017 13:00	00:00	08:41	Telco Equipment	Card failure
Stockton Riverside College, via Teeside University, Primary Connection	30/09/2017 04:19	30/09/2017 13:00	00:00	08:41	Telco Equipment	Card failure
Prior Pursglove and Stockton Sixth Form College, Stockton Sixth Form College, via Teeside University	30/09/2017 04:19	30/09/2017 13:00	00:00	08:41	Telco Equipment	Card failure
Workers' Educational Association, North East	02/09/2017 09:40	08/09/2017 18:34	04:31	28:23	Telco Line	Fibre break
Workers' Educational Association, North East	23/09/2017 22:20	24/09/2017 01:42	00:00	03:22	Telco Emergency Maintenance	Telco emergency maintenance

