

janet

South West Service Report

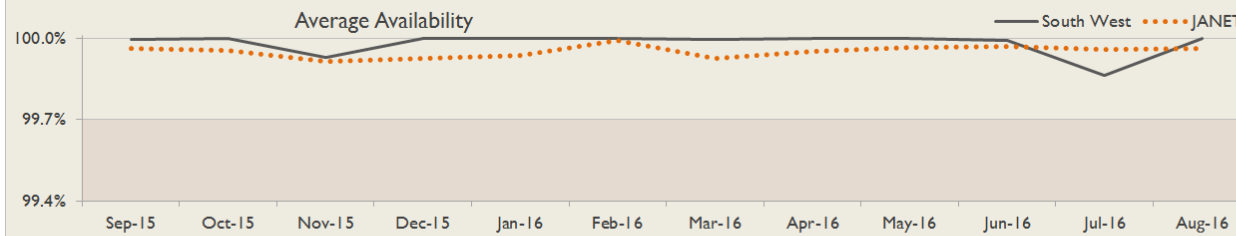
August 2016



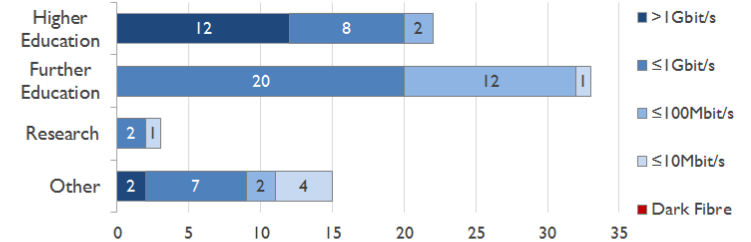


Service Reliability

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

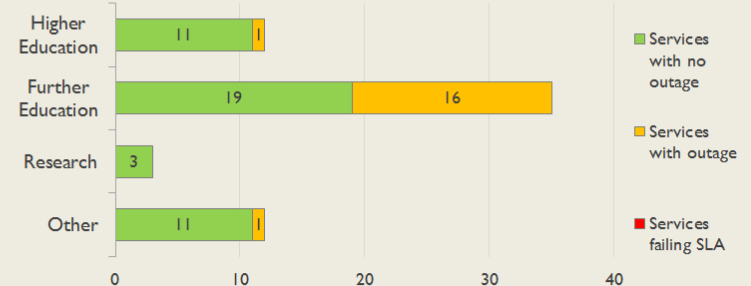


Connections in South West by Contractual Bandwidth



Average Availability of All Services in South West				Average Availability of All Services in Janet			
Aug 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Aug 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	1	99.98%	101	99.96%	16	99.95%	247
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
<b>4h 09m</b>		<b>0.50</b>		<b>5h 48m</b>		<b>0.66</b>	
Based on 64 faults over the last 24 months				Based on 1471 faults over the last 24 months			

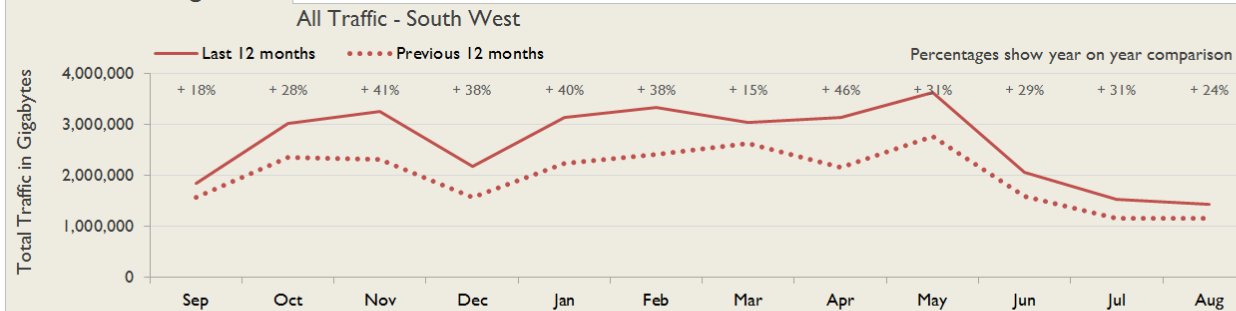
South West Service Outages - Last 12 Months



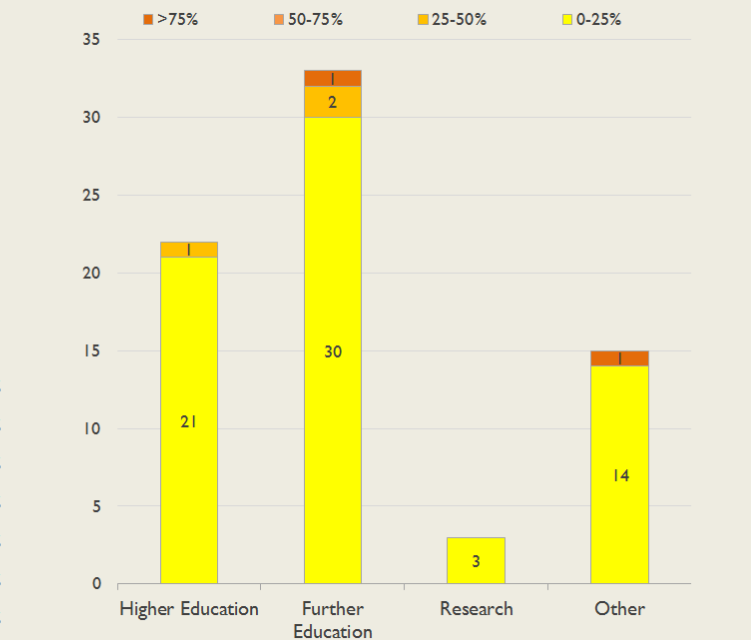
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

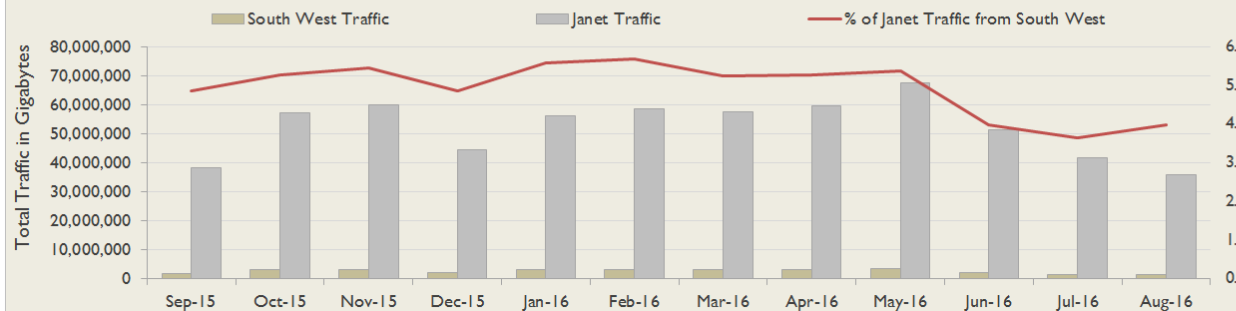
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



South West 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	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
Bath College, Somer Valley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bath College, City Centre Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bath Spa University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridgwater College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.81%	100%	99.82%
Bristol City Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cirencester College	100%	100%	99.76%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
City College Plymouth	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Bristol College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall College, Saltash	100%	100%	100%	100%	100%	100%	99.92%	100%	100%	100%	100%	100%	>99.99%
Cornwall College, Camborne	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Cornwall Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exeter College, Victoria House	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	99.96%
Exeter College, Hele Road Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exeter Royal Academy for Deaf Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fairfield Farm Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Falmouth University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
Foxes Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gloucestershire College, Cheltenham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gloucestershire College, Gloucester Campus	100%	100%	<b>99.77%</b>	100%	<b>99.93%</b>	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>
Hartpury College	100%	100%	<b>99.76%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.98%</b>
Higher Education Funding Council for England, Stoke Gifford *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher Education Statistics Agency Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc, Bristol *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Goonhilly Earth Station Limited							100%	100%	100%	<b>99.91%</b>	100%	<b>99.86%</b>	<12 Months
Met Office, IT Hall 1 *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
National Star College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, Hartland Magnetic Observatory	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oakwood Court	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Petroc, Brannams Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.82%</b>	100%	100%	<b>99.99%</b>
Petroc, North Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Plymouth College of Art, Tavistock Place *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Plymouth Marine Laboratory	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richard Huish College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rothamsted Research Limited, North Wyke	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Agricultural University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ruskin Mill Trust Limited, Ruskin College	100%	100%	<b>97.14%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.76%</b>
Somerset College of Arts and Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
South Devon College, South West Energy Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Devon College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%	100%	99.98%
South Gloucestershire and Stroud College, Filton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Gloucestershire and Stroud College, Stroud Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Brendan's Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Strode College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.81%	100%	99.82%
The Conservatoire for Dance and Drama, Bristol Old Vic Theatre School						100%	100%	100%	100%	100%	100%	100%	<12 Months
The Marine Biological Association of the United Kingdom	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Bristol	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Quality Assurance Agency for Higher Education, Head Office	100%	100%	99.72%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
The Universities and Colleges Admissions Service	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Truro and Penwith College	100%	100%	100%	100%	100%	100%	99.76%	100%	100%	100%	100%	100%	99.98%
University of Bath *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bristol *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Exeter *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Gloucestershire	100%	100%	99.49%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
University of Plymouth *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of St Mark & St John	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of the West of England, Bristol *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
WESC Foundation	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Weston College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.81%	100%	99.82%

Service	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
William Morris Camphill Community, Specialist College	100%	100%	<b>99.76%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.98%</b>
Wiltshire College, Trowbridge Campus	100%	<b>99.90%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>&gt;99.99%</b>
Workers' Educational Association, South West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Bristol	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Plymouth	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yeovil College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>97.81%</b>	100%	<b>99.82%</b>

## 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
Bath Spa University, Newton Park Campus	28/08/2016 13:01	30/08/2016 11:40	19:51	02:48	Telco Other	BT unplugged customer at exchange in error
Bridgwater College	20/08/2016 12:17	20/08/2016 12:59	00:00	00:42	Customer Maintenance	Site UPS maintenance
City of Bristol College, via Tyndall Avenue	06/08/2016 09:48	06/08/2016 14:15	00:00	04:27	Customer Maintenance	Customer scheduled maintenance
Exeter Royal Academy for Deaf Education	31/08/2016 09:51	31/08/2016 14:00	00:00	04:09	Customer Maintenance	Unexpected issues during unscheduled electrical testing at ERAfD
Ruskin Mill Trust Limited, Ruskin College	02/08/2016 08:22	02/08/2016 10:29	00:00	02:07	Customer Maintenance	Scheduled site maintenance
Falmouth University	16/08/2016 17:06	16/08/2016 17:21	00:00	00:15	Customer Maintenance	Customer unscheduled maintenance
William Morris Camphill Community, Specialist College	23/08/2016 17:56	23/08/2016 19:28	00:00	01:32	Unknown	Unknown
Met Office, IT Hall 1, via Bradley Stoke	18/08/2016 16:41	18/08/2016 17:45	00:00	01:04	Regional Configuration	Routing engine failed, and did not failover to back up
Jisc Commercial Limited, Goonhilly Earth Station Limited	18/08/2016 16:41	18/08/2016 17:45	00:00	01:04	Regional Configuration	Routing engine failed, and did not failover to back up