

janet

South West Service Report

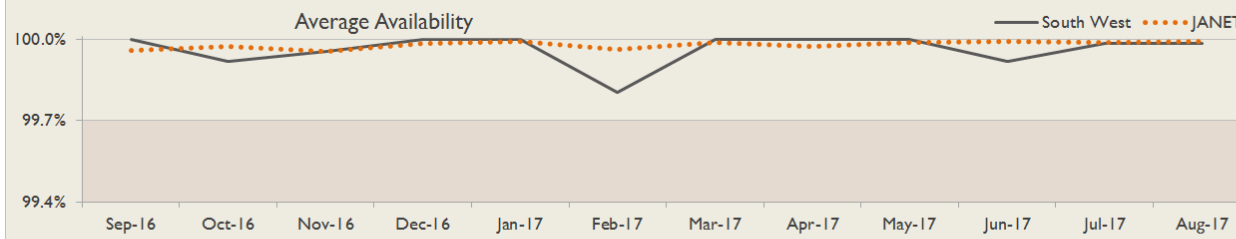
August 2017





Service Reliability

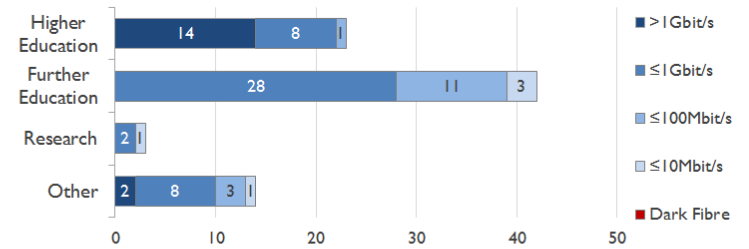
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



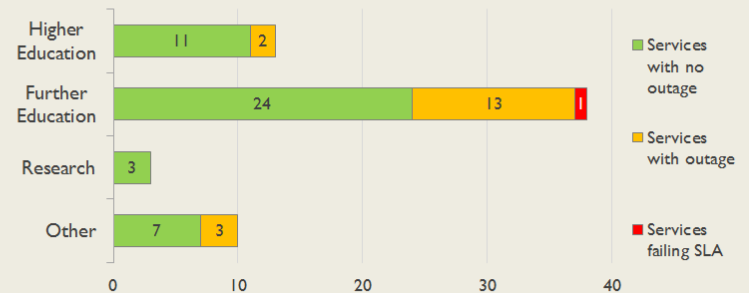
Average Availability of All Services in South West				Average Availability of All Services in Janet			
Aug 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Aug 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
<b>99.98%</b>	<b>7</b>	<b>99.96%</b>	<b>192</b>	<b>&gt;99.99%</b>	<b>4</b>	<b>99.98%</b>	<b>130</b>
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
<b>3h 54m</b>		<b>0.53</b>		<b>5h 51m</b>		<b>0.48</b>	
Based on 71 faults over the last 24 months				Based on 1058 faults over the last 24 months			

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

Connections in South West by Contractual Bandwidth

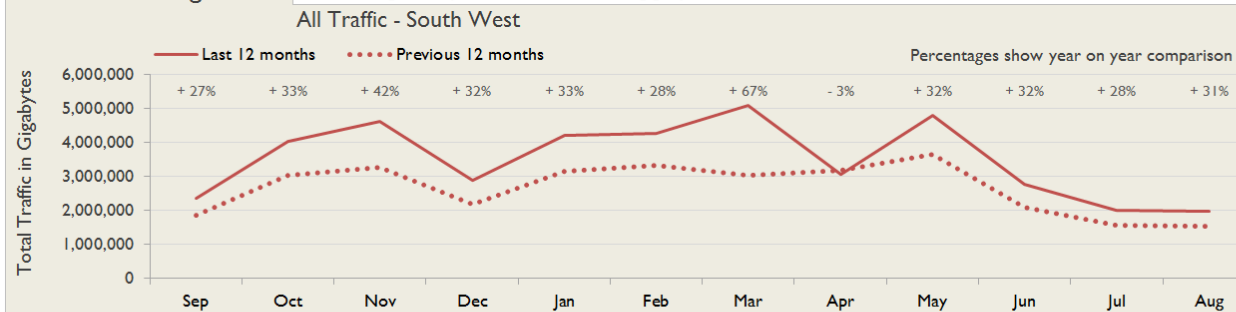


South West Service Outages - Last 12 Months

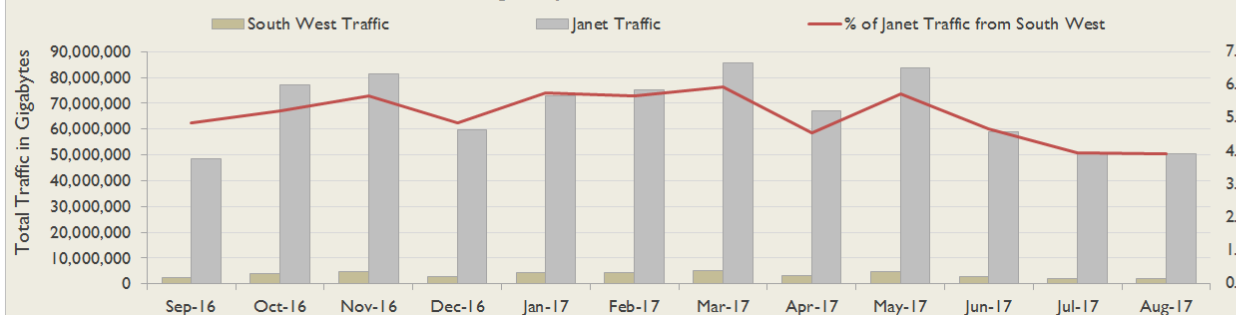


Connection Usage

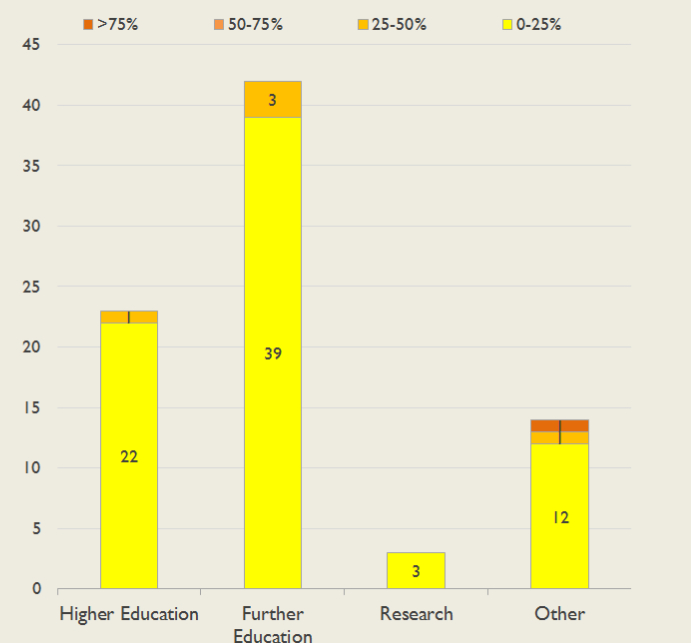
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



South West Traffic Against Janet Traffic



% Utilisation of Available Contractual Bandwidth at 90th Percentile



## 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 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	12 Month Rolling Availability
Bath College, City Centre Campus	100%	94.62%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.55%
Bath College, Somer Valley 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 and Taunton College, Bridgwater Centre	100%	100%	100%	100%	100%	97.45%	100%	100%	100%	99.87%	100%	100%	99.78%
Bridgwater and Taunton College, Taunton Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bristol City Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cirencester College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.33%	100%	100%	99.94%
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, Camborne	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall College, Saltash	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.59%	99.81%	99.95%
Exeter College, Hele Road Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exeter College, Victoria House	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%

Service	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	12 Month Rolling Availability
Falmouth University	100%	100%	97.41%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.78%
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%	100%	100%	100%	100%	100%	100%	100%	99.34%	100%	100%	99.94%
Hartpury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.33%	100%	100%	99.94%
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%	100%	100%	97.45%	100%	100%	100%	99.87%	100%	100%	99.78%
Jisc Commercial Limited, Watershed									100%	100%	100%	100%	<12 Months
Met Office, IT Hall I *	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%
Petroc, Brannams Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Petroc, Mid Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	99.99%
Petroc, North Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.46%	100%	99.96%
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%

Service	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	12 Month Rolling Availability
Ruskin Mill Trust Limited, Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.33%	100%	100%	99.94%
South Devon College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Devon College, South West Energy Centre	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
South Gloucestershire and Stroud College, Filton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	>99.99%
South Gloucestershire and Stroud College, Gloucestershire Science and Technology Park							100%	100%	100%	100%	100%	99.21%	<12 Months
South Gloucestershire and Stroud College, Stroud Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Gloucestershire and Stroud College, Stroud to GSTP										100%	100%	100%	<12 Months
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%	97.45%	100%	100%	100%	99.77%	100%	100%	99.77%
The Cambian Group, Mencap National College - Lufton	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Conservatoire for Dance and Drama, Bristol Old Vic Theatre School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	100%	99.33%	100%	100%	99.94%
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%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	100%	99.33%	100%	100%	99.94%

Service	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	12 Month Rolling Availability
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%	97.45%	100%	100%	100%	99.87%	100%	100%	99.78%
William Morris Camphill Community, Specialist College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.33%	100%	100%	99.94%
Wiltshire College, Trowbridge Campus	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, South West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yeovil College	100%	100%	100%	100%	100%	97.45%	100%	100%	100%	99.77%	100%	100%	99.77%

## 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
Cornwall Council, Personal & Community Development	01/08/2017 09:31	01/08/2017 10:56	00:00	01:25	Telco Equipment	Faulty Telco equipment
Cornwall College, Camborne	26/08/2017 07:25	26/08/2017 14:05	00:00	06:40	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
South Gloucestershire and Stroud College, Filton Campus	01/08/2017 12:34	01/08/2017 12:51	00:00	00:17	Regional Network Environment	PoP accidentally turned off all power
University of Plymouth, Link 3	01/08/2017 12:34	01/08/2017 12:51	00:00	00:17	Regional Network Environment	PoP accidentally turned off all power
Plymouth College of Art, Tavistock Place, via Telecity Powergate	22/08/2017 20:54	22/08/2017 21:10	00:00	00:16	Unknown reason for outage	Unknown
South Devon College	19/08/2017 11:00	19/08/2017 11:22	00:00	00:22	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
Truro and Penwith College, Allyn building	28/07/2017 11:01	01/08/2017 15:34	00:00	100:33	Telco Emergency Maintenance	Failed telco maintenance
Truro and Penwith College, Allyn building	08/08/2017 00:30	08/08/2017 03:42	00:00	03:12	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
University of St Mark & St John	25/08/2017 17:30	27/08/2017 18:36	00:00	49:06	Customer Scheduled Maintenance	Scheduled customer power maintenance



Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of the West of England, Bristol, Link 3	01/08/2017 12:34	01/08/2017 12:51	00:00	00:17	Regional Network Environment	PoP accidentally turned off all power
University of the West of England, Bristol, Link 1	01/08/2017 12:34	01/08/2017 12:51	00:00	00:17	Regional Network Environment	PoP accidentally turned off all power
Jisc, Bristol, via University of the West of England	01/08/2017 12:34	01/08/2017 12:51	00:00	00:17	Regional Network Environment	PoP accidentally turned off all power
Met Office, IT Hall 1, via Bradley Stoke	22/08/2017 09:41	22/08/2017 10:10	00:00	00:29	Customer Scheduled Maintenance	Maintenance - Met Office, Exeter [1]
Higher Education Funding Council for England, Stoke Gifford, Westward house	01/08/2017 12:34	01/08/2017 12:51	00:00	00:17	Regional Network Environment	PoP accidentally turned off all power
South Gloucestershire and Stroud College, Gloucestershire Science and Technology Park	01/08/2017 12:34	01/08/2017 12:51	00:00	00:17	Regional Network Environment	PoP accidentally turned off all power
South Gloucestershire and Stroud College, Gloucestershire Science and Technology Park	10/08/2017 07:59	10/08/2017 14:46	01:13	05:34	Telco Line	Telco fibre fault