

janet

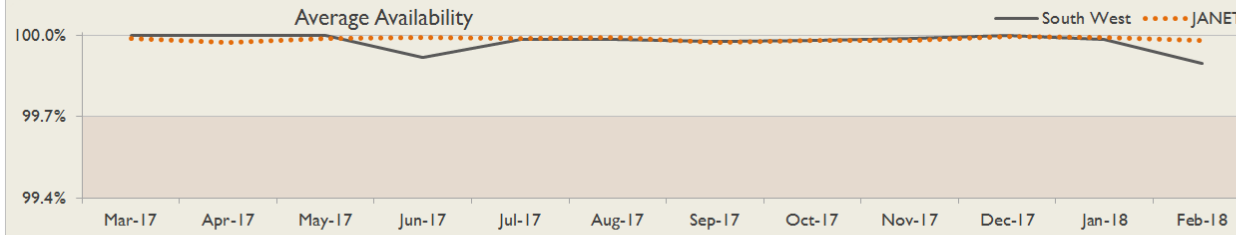
South West Service Report

February 2018

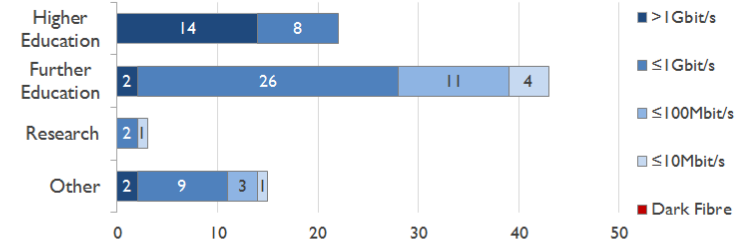


Service Reliability

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



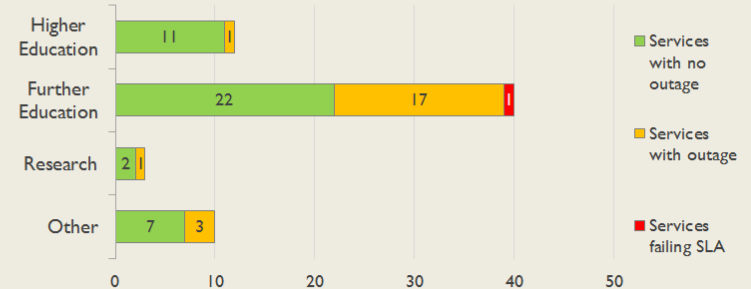
Connections in South West by Contractual Bandwidth



Average Availability of All Services in South West				Average Availability of All Services in Janet			
Feb 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Feb 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.90%	42	99.98%	127	99.98%	7	99.99%	77
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 51m		0.49		5h 10m		0.39	
Based on 67 faults over the last 24 months				Based on 908 faults over the last 24 months			

(This table is merged into the previous one for better readability)

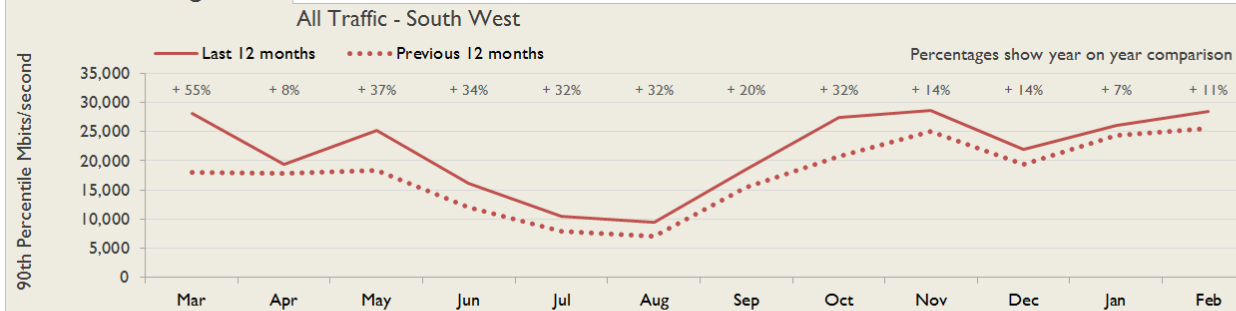
South West Service Outages - Last 12 Months



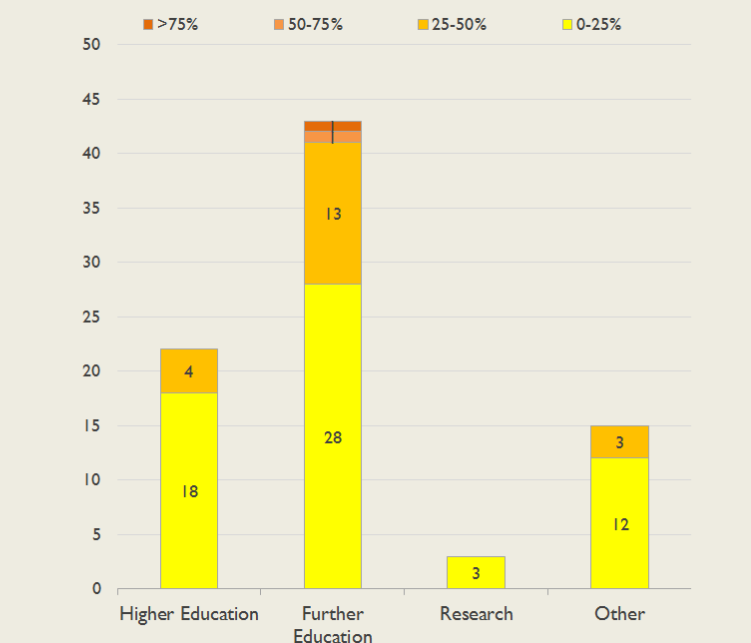
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

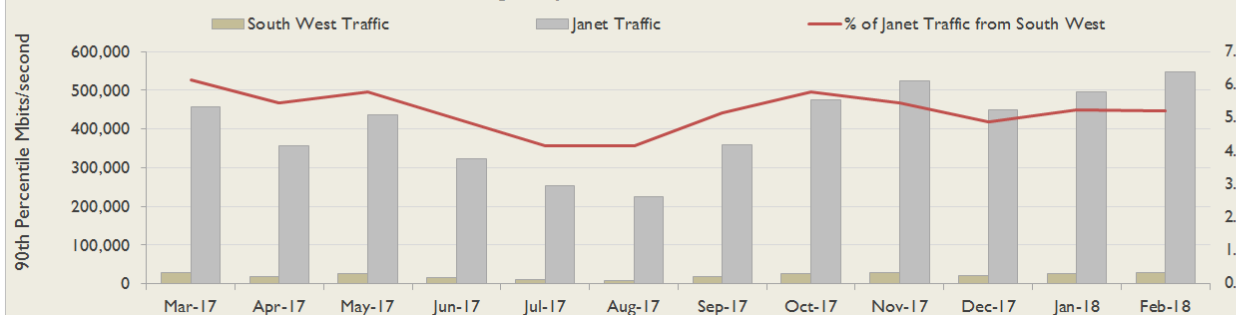
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



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	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	12 Month Rolling Availability
Bath College, City Centre Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	99.87%	100%	100%	100%	100%	100%	100%	99.92%	100%	99.98%
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%	99.33%	100%	100%	100%	100%	100%	100%	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%	99.59%	99.81%	100%	100%	100%	100%	100%	100%	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	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	12 Month Rolling Availability
Falmouth University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Foxes Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%	92.76%	99.39%
Gloucestershire College, Cheltenham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gloucestershire College, Gloucester Campus	100%	100%	100%	99.34%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
Hartpury College	100%	100%	100%	99.33%	100%	100%	100%	100%	100%	100%	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%	99.87%	100%	100%	100%	99.58%	100%	100%	99.92%	100%	99.95%
Jisc Commercial Limited, Watershed			100%	100%	100%	100%	100%	100%	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 Foundation	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%	99.90%	100%	99.98%	100%	99.99%
Petroc, Mid Devon Campus	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	99.95%
Petroc, North Devon Campus	100%	100%	100%	100%	99.46%	100%	100%	100%	100%	100%	100%	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%	99.92%	100%	>99.99%
Rothamsted Research Limited, North Wyke	100%	100%	100%	100%	100%	100%	98.56%	100%	100%	100%	100%	100%	99.88%
Royal Agricultural University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	12 Month Rolling Availability
Ruskin Mill Trust Limited, Ruskin College	100%	100%	100%	99.33%	100%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	>99.99%
South Gloucestershire and Stroud College, Filton Campus	100%	100%	100%	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	>99.99%
South Gloucestershire and Stroud College, Gloucestershire Science and Technology Park	100%	100%	100%	100%	100%	99.21%	100%	100%	100%	100%	100%	100%	99.93%
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%	100%	100%	100%	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%	99.77%	100%	100%	100%	99.54%	99.72%	100%	99.92%	100%	99.91%
The Cambian Group, Mencap National College - Lufton	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%	100%	>99.99%
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 Quality Assurance Agency for Higher Education, Head Office	100%	100%	100%	99.33%	100%	100%	100%	100%	100%	100%	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 Exeter, Cablecom Halls of Residence										100%	100%	100%	<12 Months
University of Gloucestershire	100%	100%	100%	99.33%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%

Service	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	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%	
UTC Portsmouth											100%	100%	<12 Months	
WESC Foundation	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Weston College	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.92%	100%	99.98%
William Morris Camphill Community, Specialist College	100%	100%	100%	99.33%	100%	100%	100%	100%	100%	100%	100%	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, Plymouth	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%	99.77%	100%	100%	100%	99.54%	99.72%	100%	99.92%	100%	99.91%	

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	22/02/2018 07:34	22/02/2018 07:57	00:00	00:23	Customer Scheduled Maintenance	Customer maintenance
Bath Spa University, Newton Park Campus	28/02/2018 06:50	28/02/2018 07:50	00:00	01:00	Customer Unscheduled Maintenance	Customer unscheduled router maintenance
Bath Spa University, Sion Hill Campus	14/02/2018 07:23	14/02/2018 08:08	00:00	00:45	Customer Scheduled Maintenance	Site maintenance
Bath Spa University, Sion Hill Campus	15/02/2018 07:13	15/02/2018 09:14	00:00	02:01	Customer Unscheduled Maintenance	Customer unscheduled router maintenance
Bath Spa University, Sion Hill Campus	15/02/2018 09:46	20/02/2018 06:31	00:00	116:45	Customer Unscheduled Maintenance	Unscheduled router maintenance
Foxes Academy	17/02/2018 10:17	19/02/2018 10:56	00:00	48:39	Telco Configuration	VF NTE access port lost configuration due to power outage (not saved correctly initially)
The Cambian Group, Mencap National College - Lufton	17/02/2018 10:17	17/02/2018 11:04	00:00	00:47	Regional Network Scheduled Maintenance	Regional network maintenance
Richard Huish College	17/02/2018 10:17	17/02/2018 11:04	00:00	00:47	Regional Network Scheduled Maintenance	Regional network maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Bridgwater and Taunton College, Taunton Centre	17/02/2018 10:17	17/02/2018 11:04	00:00	00:47	Regional Network Scheduled Maintenance	Regional network maintenance
William Morris Camphill Community, Specialist College	14/02/2018 12:15	14/02/2018 12:41	00:00	00:26	Customer Scheduled Maintenance	Customer power maintenance
Met Office, IT Hall 1, via Teleticity Powergate	27/02/2018 01:03	27/02/2018 11:14	00:00	10:11	Telco Line	Fibre break at Reading Daisy
Jisc Commercial Limited, Watershed	07/02/2018 02:42	07/02/2018 03:09	00:00	00:27	Customer Unscheduled Maintenance	Customer unscheduled router maintenance