

janet

South West Service Report

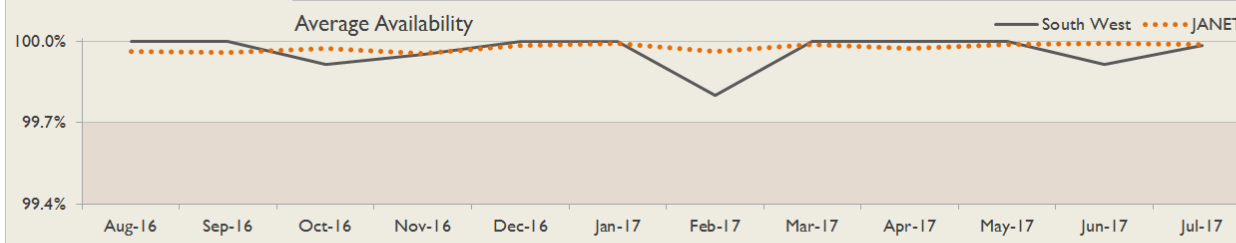
July 2017



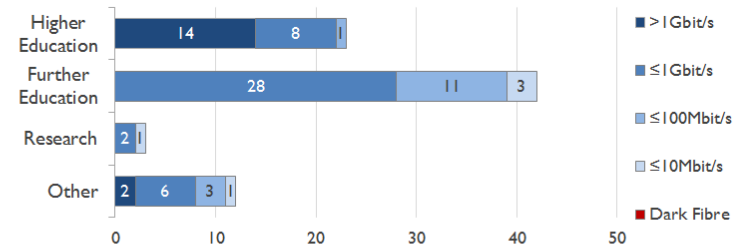


Service Reliability

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

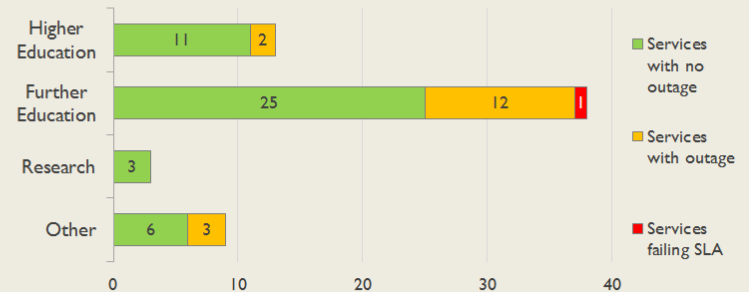


Connections in South West by Contractual Bandwidth



Average Availability of All Services in South West				Average Availability of All Services in Janet			
Jul 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jul 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
<b>99.99%</b>	<b>6</b>	<b>99.96%</b>	<b>190</b>	<b>99.99%</b>	<b>6</b>	<b>99.98%</b>	<b>129</b>
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
<b>4h 13m</b>		<b>0.52</b>		<b>6h 25m</b>		<b>0.44</b>	
Based on 68 faults over the last 24 months				Based on 988 faults over the last 24 months			

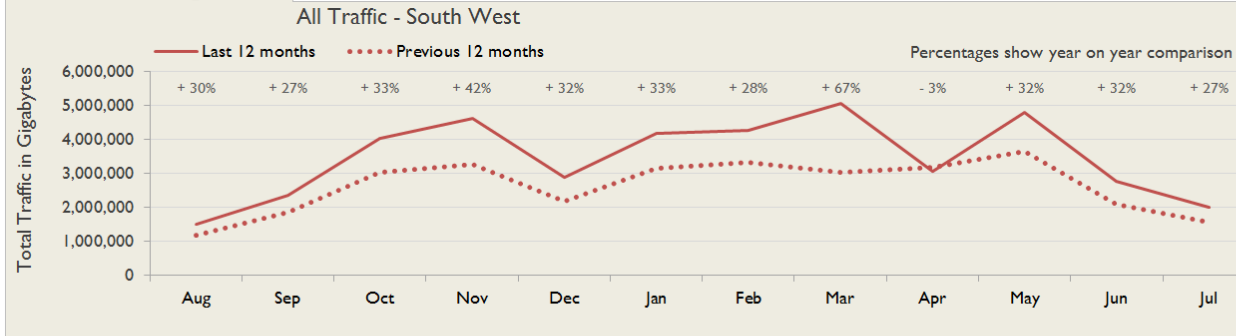
South West Service Outages - Last 12 Months



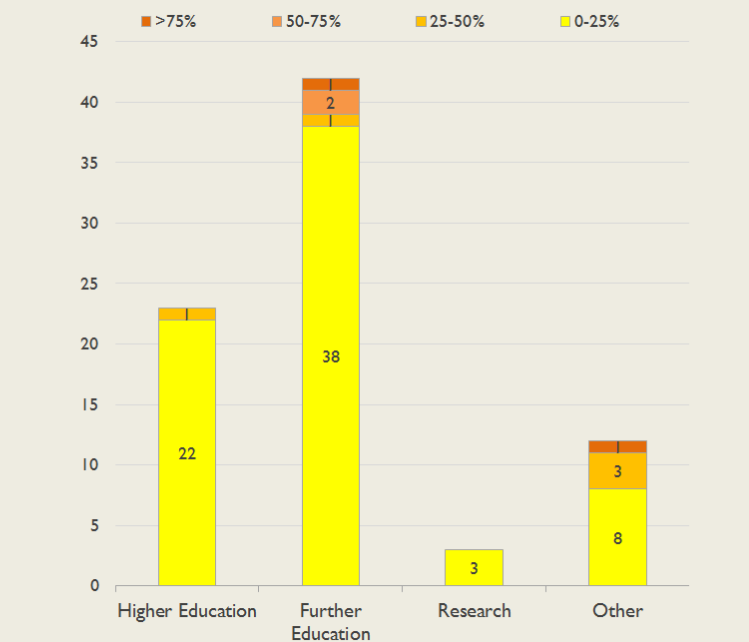
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

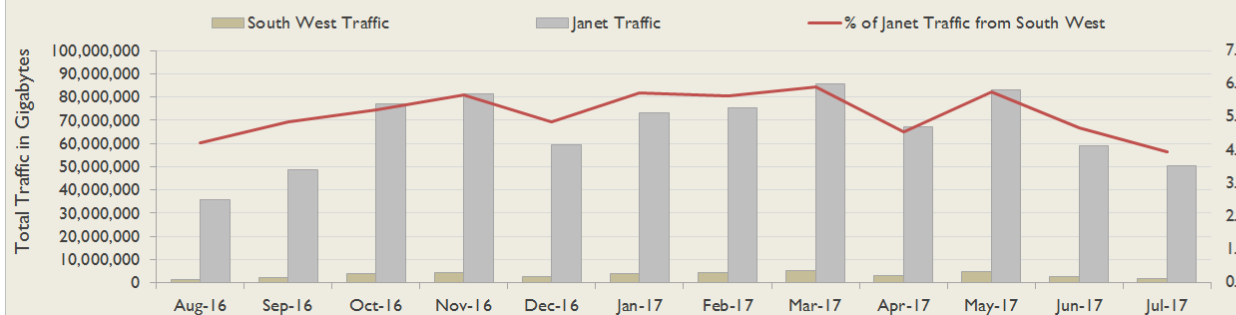
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
Bath College, City Centre Campus	100%	100%	94.62%	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%	100%	97.45%	100%	100%	100%	99.87%	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%	100%	99.33%	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%	100%	99.59%	99.97%
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	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
Falmouth University	100%	100%	100%	97.41%	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%	100%	99.34%	100%	99.94%
Hartpury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.33%	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 Commercial Limited, Goonhilly Earth Station Limited	99.86%	100%	100%	100%	100%	100%	97.45%	100%	100%	100%	99.87%	100%	99.76%
Jisc Commercial Limited, Watershed										100%	100%	100%	<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%
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%	100%	99.87%	100%	100%	99.99%
Petroc, North Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.46%	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%
Ruskin Mill Trust Limited, Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.33%	100%	99.94%

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
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%	99.57%	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%	100%	100%
South Gloucestershire and Stroud College, Gloucestershire Science and Technology Park								100%	100%	100%	100%	100%	<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%	<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%	100%	97.45%	100%	100%	100%	99.77%	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%	100%	99.33%	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%	100%	99.33%	100%	99.94%
University of Plymouth *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
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%	97.45%	100%	100%	100%	99.87%	100%	99.78%
William Morris Camphill Community, Specialist College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.33%	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%	100%	97.45%	100%	100%	100%	99.77%	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
Cirencester College	25/07/2017 17:07	26/07/2017 15:40	00:00	22:33	Customer Scheduled Maintenance	Power maintenance
Cornwall Council, Personal & Community Development	24/07/2017 02:10	24/07/2017 08:47	06:01	00:36	Telco Equipment	Telco line card failure
Cornwall Council, Personal & Community Development	24/07/2017 13:47	24/07/2017 15:11	00:00	01:24	Telco Equipment	Telco line card failure
Cornwall Council, Personal & Community Development	25/07/2017 10:06	25/07/2017 10:18	00:00	00:12	Telco Configuration	STP configuration error on Telco network
Cornwall Council, Personal & Community Development	25/07/2017 10:20	25/07/2017 11:13	00:00	00:53	Telco Configuration	STP configuration error on Telco network
Petroc, Mid Devon Campus	20/07/2017 22:26	20/07/2017 22:46	00:00	00:20	Unknown reason for outage	Cause unknown
The Cambian Group, Mencap National College - Lufton	21/07/2017 18:37	21/07/2017 19:03	00:00	00:26	Unknown reason for outage	Unknown
Petroc, North Devon Campus	22/07/2017 12:34	22/07/2017 16:34	00:00	04:00	Telco Equipment	Card failure in telco's network
Plymouth College of Art, Tavistock Place, via Telecity Powergate	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
University of St Mark & St John	20/07/2017 18:02	20/07/2017 21:57	00:00	03:55	Customer Scheduled Maintenance	Customer scheduled maintenance



Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
WESC Foundation	25/07/2017 08:59	25/07/2017 09:50	00:00	00:51	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Workers' Educational Association, South West	13/07/2017 15:59	13/07/2017 16:03	00:00	00:04	Customer Scheduled Maintenance	Scheduled maintenance
Workers' Educational Association, South West	20/07/2017 13:55	21/07/2017 11:39	01:59	19:45	Managed Router Equipment	Faulty Cisco 2851 MRS
The Quality Assurance Agency for Higher Education, Head Office	29/07/2017 18:59	29/07/2017 19:21	00:00	00:22	Unknown reason for outage	Unknown
Met Office, IT Hall 1, via Telecity Powergate	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Petroc, Brannams Campus	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
South Devon College, South West Energy Centre	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance