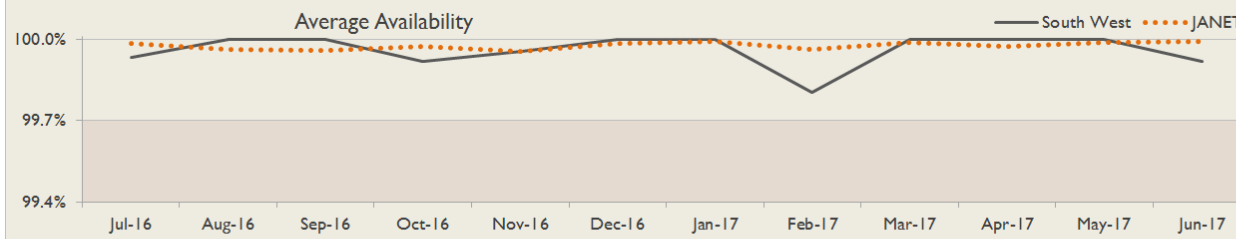# janet

South West Service Report

June 2017

Jisc

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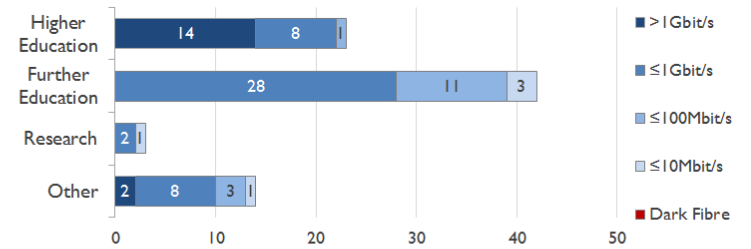
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period
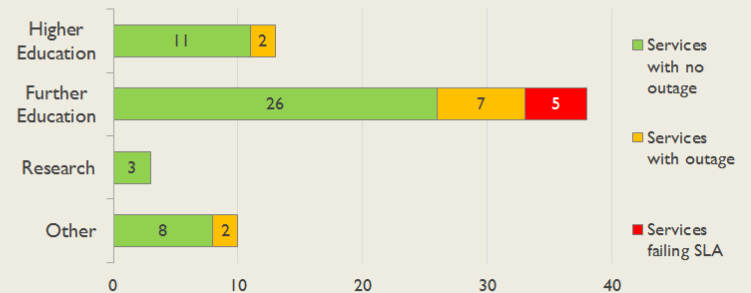
Average Availability

— South West   ⋯ JANET

100.0%
99.7%
99.4%

Jul-16 Aug-16 Sep-16 Oct-16 Nov-16 Dec-16 Jan-17 Feb-17 Mar-17 Apr-17 May-17 Jun-17

Connections in South West by Contractual Bandwidth

- ■ >1Gbit/s
- ■ ≤1Gbit/s
- ■ ≤100Mbit/s
- ■ ≤10Mbit/s
- ■ Dark Fibre

Higher Education: 14, 8, 1
Further Education: 28, 11, 3
Research: 2, 1
Other: 2, 8, 3, 1

0   10   20   30   40   50

Average Availability of All Services in South West				Average Availability of All Services in Janet			
Jun 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jun 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.92%	36	99.96%	210	>99.99%	4	99.97%	132
Mean Time to Repair	Average Faults per Service per Year			Mean Time to Repair	Average Faults per Service per Year		
4h 26m	0.47			6h 24m	0.45		
Based on 63 faults over the last 24 months				Based on 1003 faults over the last 24 months			

South West Service Outages - Last 12 Months

- ■ Services with no outage
- ■ Services with outage
- ■ Services failing SLA

Higher Education: 11, 2
Further Education: 26, 7, 5
Research: 3
Other: 8, 2

0   10   20   30   40

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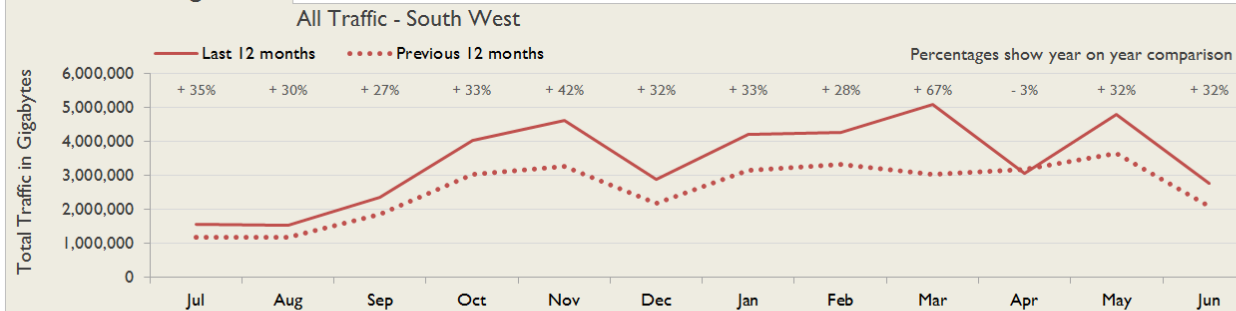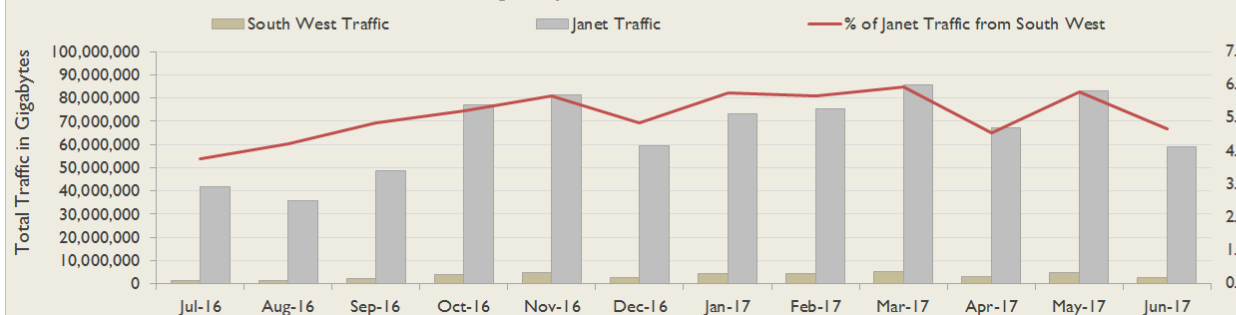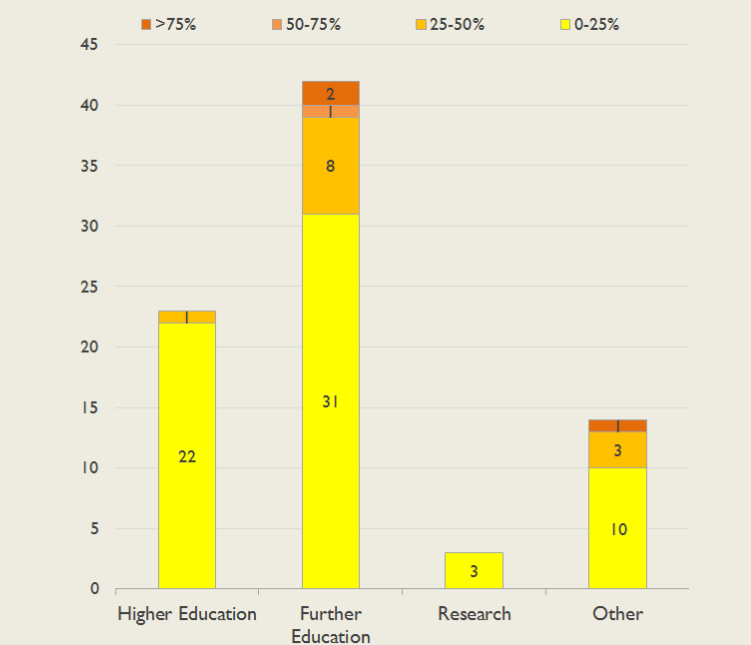
Connection Usage

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

All Traffic - South West

— Last 12 months   ⋯ Previous 12 months

Percentages show year on year comparison

+ 35% + 30% + 27% + 33% + 42% + 32% + 33% + 28% + 67% - 3% + 32% + 32%

6,000,000
5,000,000
4,000,000
3,000,000
2,000,000
1,000,000
0

Total Traffic in Gigabytes

Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun

% Utilisation of Available Contractual Bandwidth at 90th Percentile

- ■ >75%
- ■ 50-75%
- ■ 25-50%
- ■ 0-25%

Higher Education: 22
Further Education: 31, 8, 1, 2
Research: 3
Other: 10, 3

45
40
35
30
25
20
15
10
5
0

Higher Education   Further Education   Research   Other

South West Traffic Against Janet Traffic

■ South West Traffic   ■ Janet Traffic   — % of Janet Traffic from South West

100,000,000
90,000,000
80,000,000
70,000,000
60,000,000
50,000,000
40,000,000
30,000,000
20,000,000
10,000,000
0

Total Traffic in Gigabytes

7.0%
6.0%
5.0%
4.0%
3.0%
2.0%
1.0%
0.0%

Jul-16 Aug-16 Sep-16 Oct-16 Nov-16 Dec-16 Jan-17 Feb-17 Mar-17 Apr-17 May-17 Jun-17

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	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	12 Month Rolling Availability
Bath College, City Centre Campus	100%	100%	100%	94.62%	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	98.91%	100%	100%	100%	100%	100%	100%	97.45%	100%	100%	100%	99.87%	99.69%
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%	100%	99.33%	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%	100%	100%
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	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	12 Month Rolling Availability
Falmouth University	100%	100%	100%	100%	97.41%	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%	100%	99.34%	99.94%
Hartpury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.33%	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%	99.86%	100%	100%	100%	100%	100%	97.45%	100%	100%	100%	99.87%	99.76%
Jisc Commercial Limited, Watershed											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%	100%	99.87%	100%	99.99%
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%

Service	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	12 Month Rolling Availability
Ruskin Mill Trust Limited, Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.33%	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%	99.57%	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%	<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%	<12 Months
St Brendan's Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Strode College	98.91%	100%	100%	100%	100%	100%	100%	97.45%	100%	100%	100%	99.77%	99.68%
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%	100%	99.33%	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%	100%	99.33%	99.94%

Service	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 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	98.91%	100%	100%	100%	100%	100%	100%	97.45%	100%	100%	100%	99.87%	99.69%
William Morris Camphill Community, Specialist College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.33%	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	98.91%	100%	100%	100%	100%	100%	100%	97.45%	100%	100%	100%	99.77%	99.68%

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
University of Bath, Link 1	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance
University of Bath, Link 2	13/06/2017 07:43	13/06/2017 10:53	00:00	03:10	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Bridgwater and Taunton College, Bridgwater Centre	13/06/2017 22:12	13/06/2017 23:10	00:00	00:58	Telco Line	Scheduled fibre maintenance in Bristol
Bridgwater and Taunton College, Bridgwater Centre	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance
University of Bristol, via UWE 2	13/06/2017 07:09	13/06/2017 07:23	00:00	00:14	Regional Network Scheduled Maintenance	Scheduled router maintenance
University of Bristol, via UB	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance
University of Bristol, via UWE 1	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Cirencester College	03/06/2017 08:23	03/06/2017 13:10	00:00	04:47	Regional Network Environment	Power outage in the Cheltenham area
Cirencester College	03/06/2017 18:08	03/06/2017 18:12	00:00	00:04	Regional Network Environment	Power outage in the Cheltenham area
City of Bristol College, via Tyndall Avenue	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance
City of Bristol College, via Coldharbour Lane	13/06/2017 07:09	13/06/2017 07:23	00:00	00:14	Regional Network Scheduled Maintenance	Scheduled router maintenance
South Gloucestershire and Stroud College, Filton Campus	13/06/2017 07:09	13/06/2017 07:23	00:00	00:14	Regional Network Scheduled Maintenance	Scheduled router maintenance
University of Gloucestershire	03/06/2017 08:23	03/06/2017 13:10	00:00	04:47	Regional Network Environment	Power outage in the Cheltenham area
University of Gloucestershire	03/06/2017 18:08	03/06/2017 18:12	00:00	00:04	Regional Network Environment	Power outage in the Cheltenham area
Hartpury College	03/06/2017 08:23	03/06/2017 13:10	00:00	04:47	Regional Network Environment	Power outage in the Cheltenham area
Hartpury College	03/06/2017 18:08	03/06/2017 18:12	00:00	00:04	Regional Network Environment	Power outage in the Cheltenham area

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of Plymouth, Link 3	13/06/2017 07:09	13/06/2017 07:23	00:00	00:14	Regional Network Scheduled Maintenance	Scheduled router maintenance
Ruskin Mill Trust Limited, Ruskin College	03/06/2017 08:23	03/06/2017 13:10	00:00	04:47	Regional Network Environment	Power outage in the Cheltenham area
Ruskin Mill Trust Limited, Ruskin College	03/06/2017 18:08	03/06/2017 18:12	00:00	00:04	Regional Network Environment	Power outage in the Cheltenham area
St Brendan's Sixth Form College	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance
Strode College	13/06/2017 23:01	14/06/2017 00:41	00:00	01:40	Telco Line	Scheduled fibre maintenance in Bristol
Strode College	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance
University of the West of England, Bristol, Link 3	13/06/2017 07:09	13/06/2017 07:23	00:00	00:14	Regional Network Scheduled Maintenance	Scheduled router maintenance
University of the West of England, Bristol, Link 1	13/06/2017 07:09	13/06/2017 07:23	00:00	00:14	Regional Network Scheduled Maintenance	Scheduled router maintenance
University of the West of England, Bristol, Link 2	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Weston College	13/06/2017 22:12	13/06/2017 23:10	00:00	00:58	Telco Line	Scheduled fibre maintenance in Bristol
Weston College	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance
William Morris Camphill Community, Specialist College	03/06/2017 08:23	03/06/2017 13:10	00:00	04:47	Regional Network Environment	Power outage in the Cheltenham area
William Morris Camphill Community, Specialist College	03/06/2017 18:08	03/06/2017 18:12	00:00	00:04	Regional Network Environment	Power outage in the Cheltenham area
Workers' Educational Association, Bristol	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance
Yeovil College	13/06/2017 23:01	14/06/2017 00:41	00:00	01:40	Telco Line	Scheduled fibre maintenance in Bristol
Yeovil College	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance
The Quality Assurance Agency for Higher Education, Head Office	03/06/2017 08:23	03/06/2017 13:10	00:00	04:47	Regional Network Environment	Power outage in the Cheltenham area
The Quality Assurance Agency for Higher Education, Head Office	03/06/2017 18:08	03/06/2017 18:12	00:00	00:04	Regional Network Environment	Power outage in the Cheltenham area
Gloucestershire College, Gloucester Campus	03/06/2017 08:23	03/06/2017 13:10	00:00	04:47	Regional Network Environment	Power outage in the Cheltenham area

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Jisc, Bristol, via University of Bristol	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance
Jisc, Bristol, via University of the West of England	13/06/2017 07:09	13/06/2017 07:23	00:00	00:14	Regional Network Scheduled Maintenance	Scheduled router maintenance
The Open University, Bristol	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance
Higher Education Funding Council for England, Stoke Gifford, Nicholson House	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance
Higher Education Funding Council for England, Stoke Gifford, Westward house	13/06/2017 07:09	13/06/2017 07:23	00:00	00:14	Regional Network Scheduled Maintenance	Scheduled router maintenance
The Conservatoire for Dance and Drama, Bristol Old Vic Theatre School	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance
Jisc Commercial Limited, Goonhilly Earth Station Limited	13/06/2017 22:12	13/06/2017 23:10	00:00	00:58	Telco Line	Scheduled fibre maintenance in Bristol
Jisc Commercial Limited, Goonhilly Earth Station Limited	20/06/2017 07:39	20/06/2017 08:13	00:00	00:34	Regional Network Scheduled Maintenance	Scheduled maintenance
South Gloucestershire and Stroud College, Gloucestershire Science and Technology Park	13/06/2017 07:09	13/06/2017 07:23	00:00	00:14	Regional Network	Scheduled router maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Scheduled Maintenance	