

janet

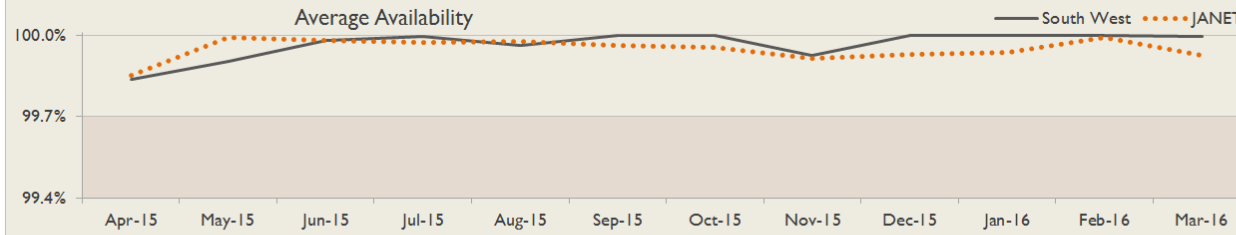
South West Service Report

March 2016

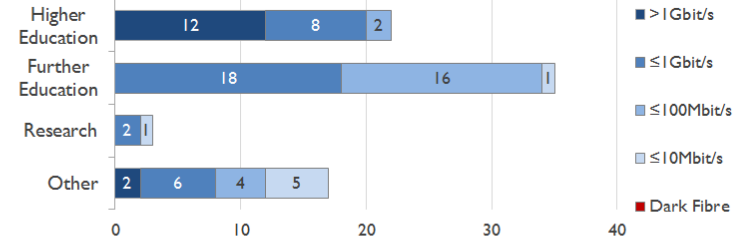


Service Reliability

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

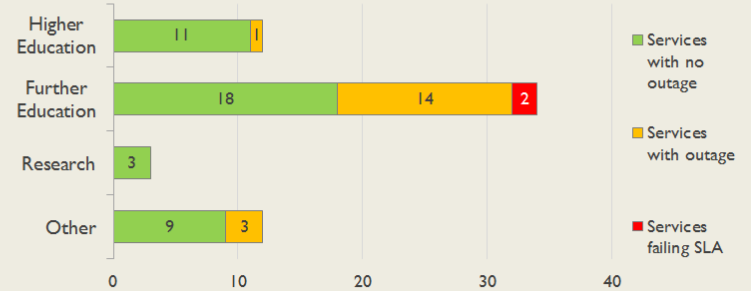


Connections in South West by Contractual Bandwidth



Average Availability of All Services in South West				Average Availability of All Services in Janet			
Mar 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	2	99.97%	178	99.92%	34	99.95%	260
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
3h 52m		0.39		5h 30m		0.69	
Based on 50 faults over the last 24 months				Based on 1489 faults over the last 24 months			

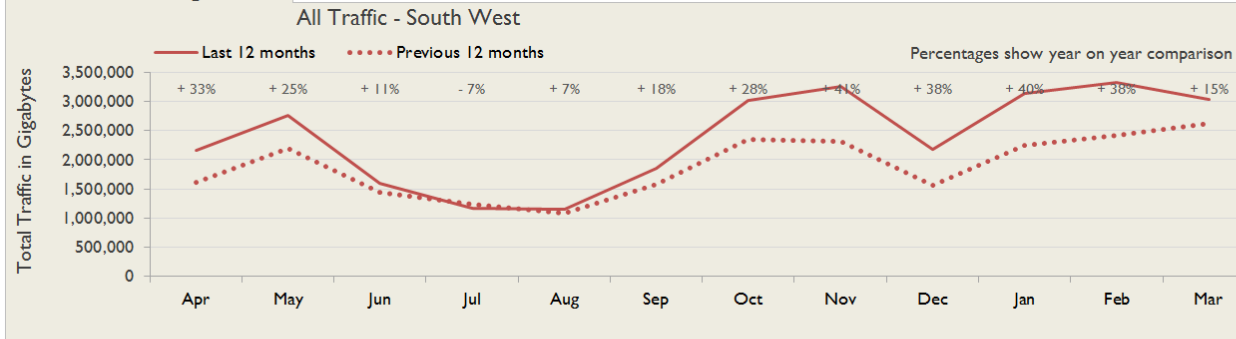
South West Service Outages - Last 12 Months



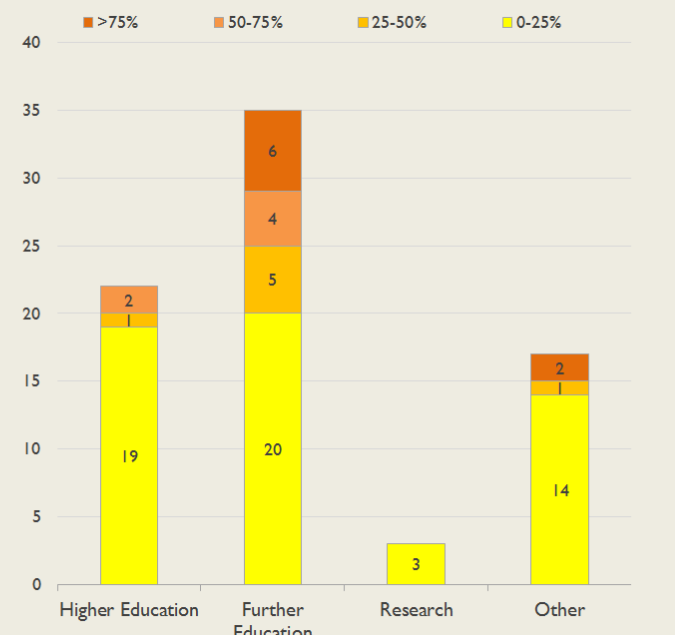
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

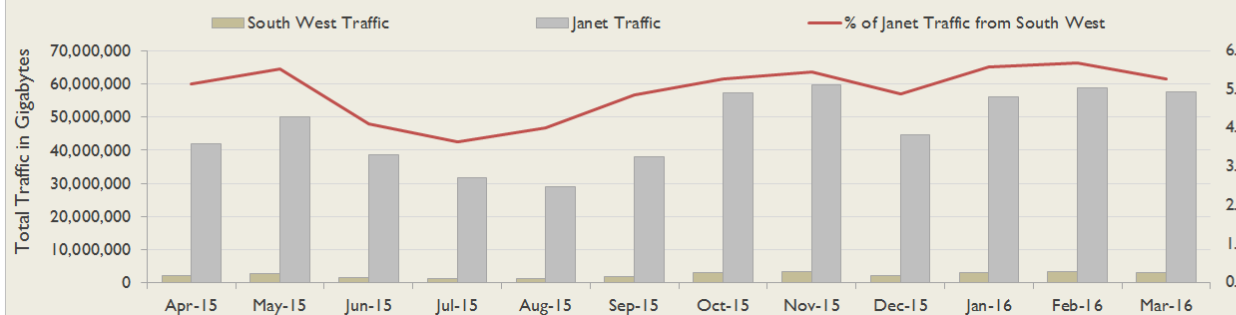
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
Bath College, Macaulay Building	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 College	100%	98.71%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Bristol City Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cirencester College	100%	100%	100%	99.96%	97.68%	100%	100%	99.76%	100%	100%	100%	100%	99.78%
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, Bicton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall College, Camborne	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	100%	100%	>99.99%
Cornwall College, Saltash	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%	>99.99%
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 Royal Academy for Deaf Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fairfield Farm Trust	93.54%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.46%
Falmouth University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 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%	100%	99.96%	100%	100%	100%	99.77%	100%	99.93%	100%	100%	99.97%
Goonhilly Earth Station Ltd												100%	<12 Months
Hartpury College	100%	100%	100%	99.96%	100%	100%	100%	99.76%	100%	100%	100%	100%	99.98%
Higher Education Funding Council for England, Stoke Gifford *			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Higher Education Statistics Agency Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Services Limited, Bristol *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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, Mid Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%
Royal Mencap Society, Mencap National College - Lufton	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	>99.99%
Ruskin Mill Trust Limited, Ruskin College	100%	100%	100%	99.96%	100%	100%	100%	97.14%	100%	100%	100%	100%	99.76%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
Somerset College of Arts and Technology	100%	100%	98.89%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
South Devon College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	98.71%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
The Conservatoire for Dance and Drama, Bristol Old Vic Theatre School											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%	100%	99.96%	100%	100%	100%	99.72%	100%	100%	100%	100%	99.97%
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%	99.76%	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%	100%	99.96%	100%	100%	100%	99.49%	100%	100%	100%	100%	99.95%
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	95.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.66%
Weston College	100%	97.79%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
William Morris Camphill Community, Specialist College	100%	100%	100%	99.96%	100%	100%	100%	99.76%	100%	100%	100%	100%	99.98%
Wiltshire College, Trowbridge Campus	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	>99.99%
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%	99.97%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Yeovil College	100%	98.71%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%

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
Bridgwater College	14/03/2016 16:56	14/03/2016 17:26	00:00	00:30	Unknown	Site investigated: no cause identified
Plymouth College of Art, Tavistock Place, via Plymouth	01/03/2016 10:09	01/03/2016 10:44	00:00	00:35	Regional Other	Fibres incorrectly unplugged by PoP contractors
Truro and Penwith College	05/03/2016 07:30	05/03/2016 11:26	02:09	01:47	Telco Equipment	UPS failure at Telco PoP
Wiltshire College, Trowbridge Campus	29/03/2016 10:02	29/03/2016 14:05	00:00	04:03	Customer Maintenance	Scheduled Maintenance
Yeovil College	03/03/2016 23:19	03/03/2016 23:30	00:00	00:11	Customer Maintenance	Power outage caused by customer maintenance in server room
Gloucestershire College, Gloucester Campus	21/03/2016 03:15	21/03/2016 03:39	00:00	00:24	Customer Equipment	Customer firewall issue.
Cornwall College, Saltash	01/03/2016 10:09	01/03/2016 10:44	00:00	00:35	Regional Other	Fibres incorrectly unplugged by PoP contractors