

janet

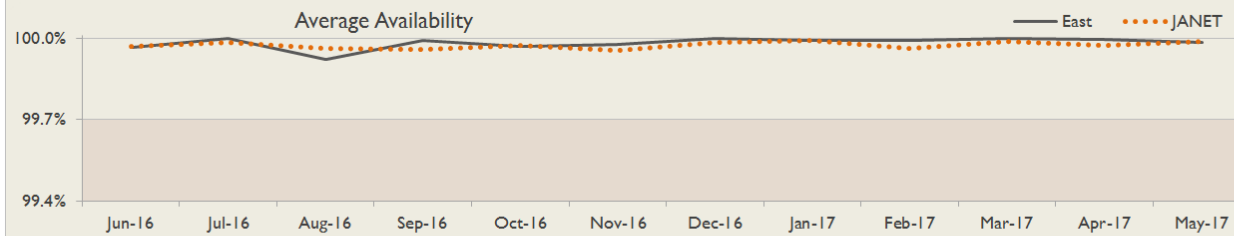
South West Service Report

May 2017

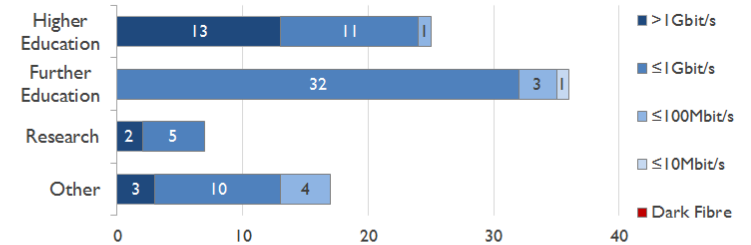


Service Reliability

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

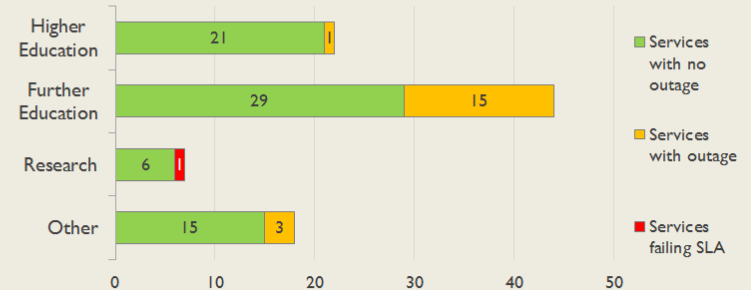


Connections in East by Contractual Bandwidth



Average Availability of All Services in East				Average Availability of All Services in Janet			
May 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	May 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.99%	6	99.98%	92	99.99%	5	99.97%	144
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 16m		0.52		6h 17m		0.47	
Based on 99 faults over the last 24 months				Based on 1029 faults over the last 24 months			

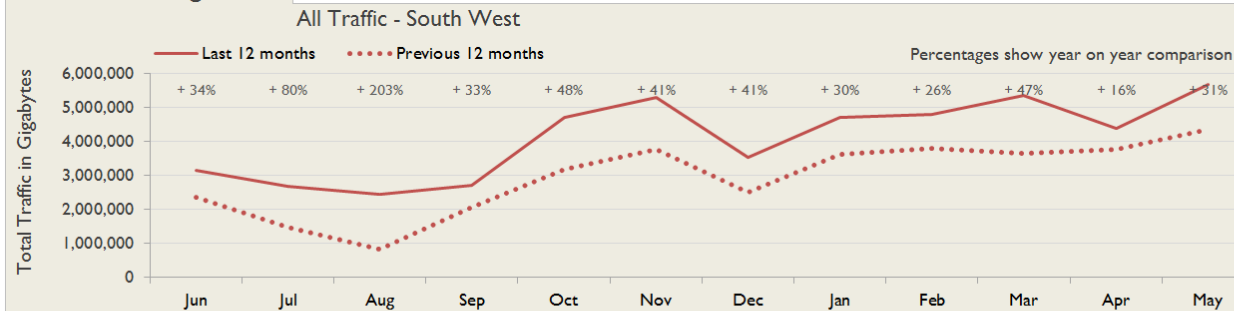
East Service Outages - Last 12 Months



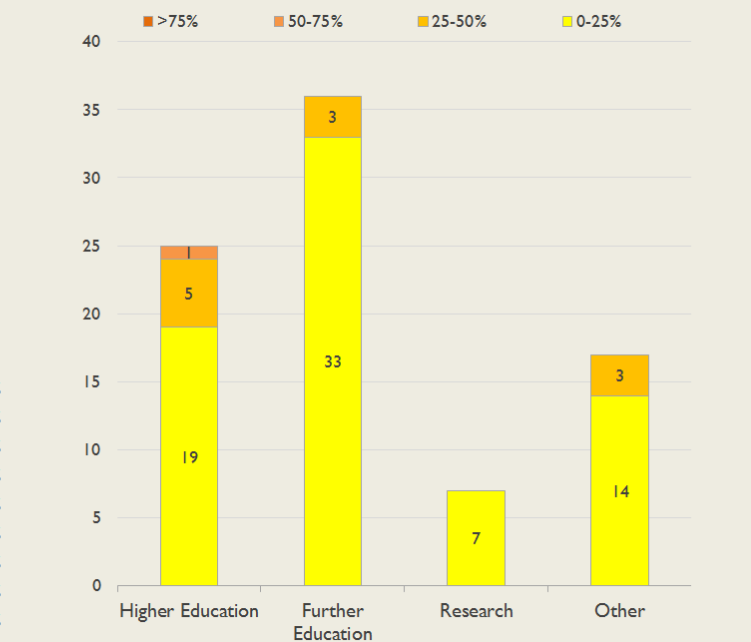
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

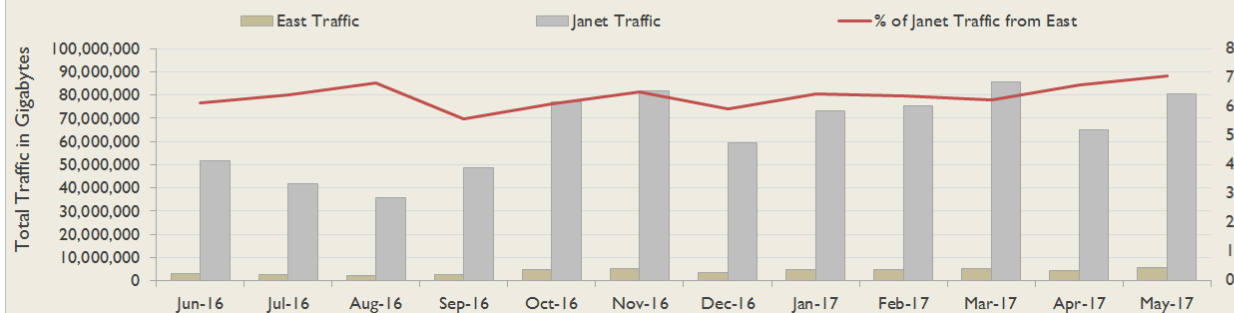
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
Bath College, City Centre Campus	100%	100%	100%	100%	94.62%	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%	98.91%	100%	100%	100%	100%	100%	100%	97.45%	100%	100%	100%	100%
Bridgwater and Taunton College, Taunton Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cambridge Regional College	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%	100%	99.81%
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%	99.92%
Cornwall College, Camborne	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Cornwall College, Saltash	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute, Colchester Campus [1]	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%	99.96%
Exeter College, Victoria House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Norfolk Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
East of England Broadband Network, Bedford Borough Council *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Falmouth University	100%	100%	100%	100%	100%	97.41%	100%	100%	100%	100%	100%	100%	100%
Foxes Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
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%	100%	<12 Months
Hartpury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Suffolk County Council	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%	99.99%
East of England Broadband Network, Thurrock Council, Tilbury	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Goonhilly Earth Station Limited	99.91%	100%	99.86%	100%	100%	100%	100%	100%	97.45%	100%	100%	100%	100%
Jisc Commercial Limited, Watershed												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%	99.39%
European Bioinformatics Institute, EBI Hinxton *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GEANT Limited *	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%	99.87%	100%
Petroc, North Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harlow College	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%
Hertford Regional College, Ware Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
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%
Huntingdonshire Regional College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Devon College	99.81%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Long Road Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lowestoft College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%
South Gloucestershire and Stroud College, Gloucestershire Science and Technology Park										100%	100%	100%	99.95%
South Gloucestershire and Stroud College, Stroud Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%
St Brendan's Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes College, Bletchley Campus	100%	98.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	<12 Months
The Marine Biological Association of the United Kingdom	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, British Antarctic Survey	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NBI Partnership Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Universities and Colleges Admissions Service	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
North Hertfordshire College, Hitchin Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%
North Hertfordshire College, Stevenage Centre	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%	>99.99%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
University of Gloucestershire	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%
Peterborough Regional College	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%	99.94%
Weston College	100%	98.91%	100%	100%	100%	100%	100%	100%	97.45%	100%	100%	100%	<12 Months
William Morris Camphill Community, Specialist College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	98.91%	100%	100%	100%	100%	100%	100%	97.45%	100%	100%	100%	100%

100%

100%

99.95%
99.95%
>99.99%

100%

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
Petroc, Mid Devon Campus	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Met Office, IT Hall 1, via Teledcity Powergate	11/05/2017 20:10	11/05/2017 23:07	00:00	02:57	Telco Scheduled Maintenance	Scheduled Fibre Maintenance
Met Office, IT Hall 1, via Teledcity Powergate	12/05/2017 20:11	12/05/2017 21:44	00:00	01:33	Telco Emergency Maintenance	Light levels not good enough following work in ticket 179177
The Conservatoire for Dance and Drama, Bristol Old Vic Theatre School	16/05/2017 21:06	16/05/2017 21:39	00:00	00:33	Customer Environment	Wide area power outage