

janet

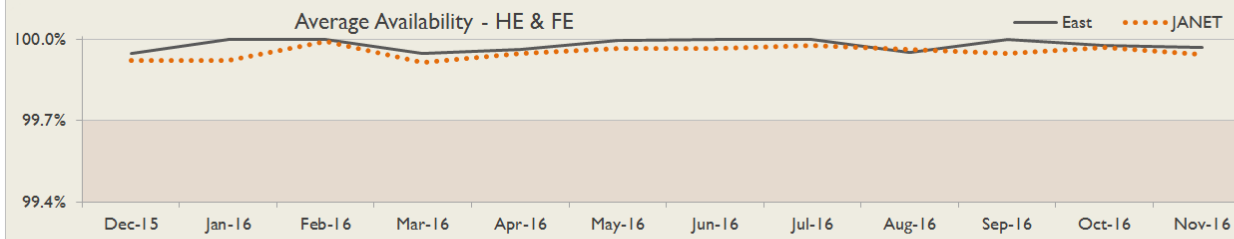
South West Service Report

November 2016

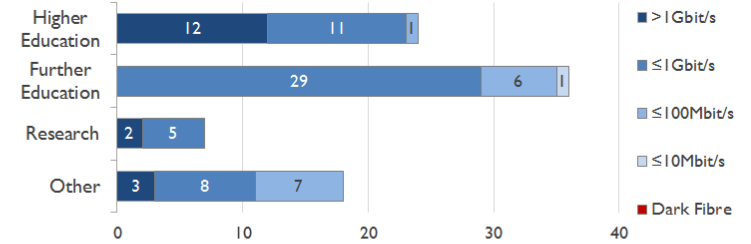


Service Reliability

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



Connections in East by Contractual Bandwidth

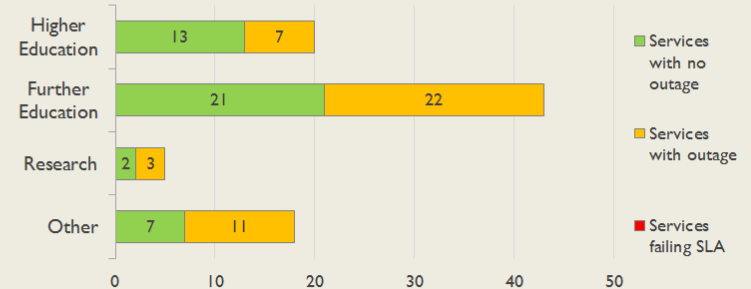


Average Availability of HE & FE Services in South West Scotland

Average Availability of HE & FE Services in Janet

Nov 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Nov 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.91%	461	99.95%	24	99.95%	244
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
16h 03m		0.60		5h 58m		0.62	
Based on 36 faults over the last 24 months				Based on 1132 faults over the last 24 months			

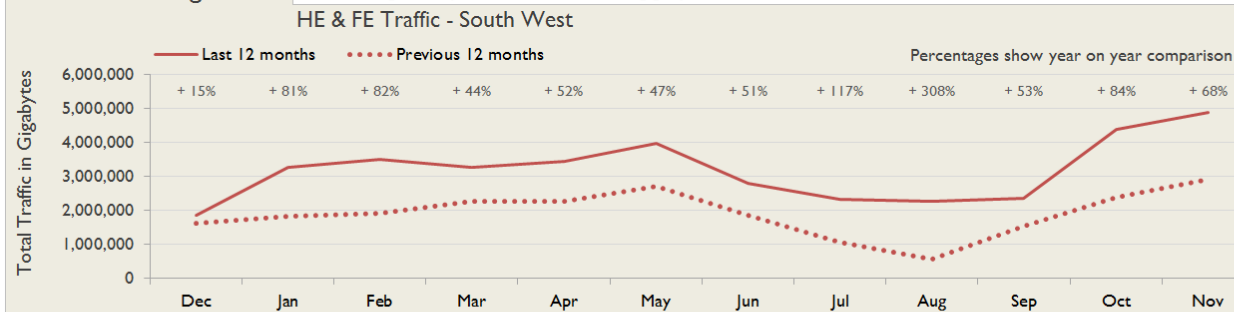
East Service Outages - Last 12 Months



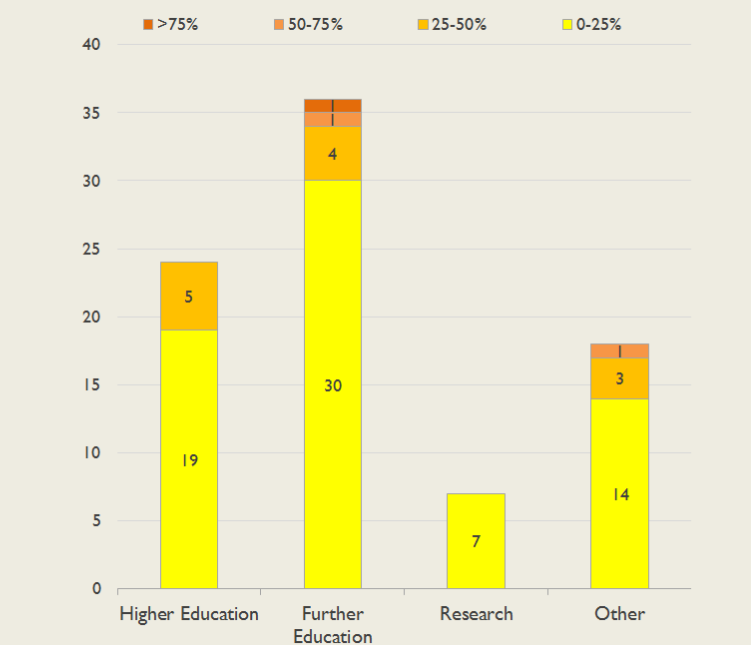
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

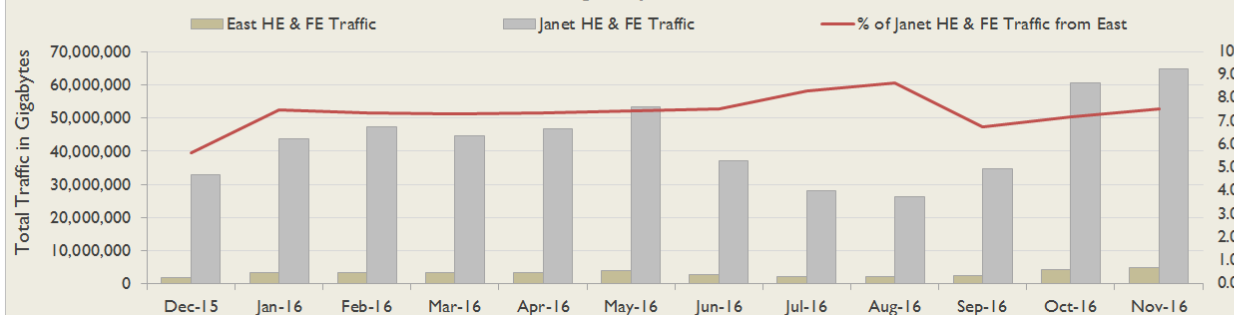
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



South West HE & FE Traffic Against Janet HE & FE 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	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	12 Month Rolling Availability
Bath College, City Centre Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94.62%	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, Somerset College of Arts and Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridgwater and Taunton College	100%	100%	100%	100%	100%	100%	100%	98.91%	100%	100%	100%	100%	99.91%
Cirencester College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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, Saltash	100%	100%	100%	99.92%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Cornwall College, Camborne	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exeter College, Victoria House	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Falmouth University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.41%	99.78%

Service	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	12 Month Rolling Availability
Foxes Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gloucestershire College, Gloucester Campus	100%	99.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Gloucestershire College, Cheltenham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hartpury College	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%
Oakwood Court	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Petroc, Brannams Campus	100%	100%	100%	100%	100%	100%	99.82%	100%	100%	100%	100%	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%
Richard Huish College	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%	100%	100%	100%
South Devon College	100%	100%	100%	100%	100%	100%	99.81%	100%	100%	100%	100%	100%	99.98%
South Devon College, South West Energy Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	99.96%
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, Filton 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%	100%	100%	100%	100%	100%	100%	98.91%	100%	100%	100%	100%	99.91%
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%	<12 Months
The Open University, Bristol	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	12 Month Rolling Availability
Truro and Penwith College	100%	100%	100%	99.76%	100%	100%	100%	100%	100%	100%	100%	100%	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%	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%
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%	100%	98.91%	100%	100%	100%	100%	99.91%
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, Plymouth	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%	100%	98.91%	100%	100%	100%	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
Foxes Academy	24/11/2016 09:38	24/11/2016 09:49	00:00	00:11	Denial of Service	DoS
Hartpury College	23/11/2016 22:27	23/11/2016 23:05	00:00	00:38	Regional Maintenance	Border router crash
Plymouth College of Art, Tavistock Place, via Teledcity Powergate	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Richard Huish College	14/11/2016 10:08	14/11/2016 11:00	00:00	00:52	Denial of Service	DDoS
Richard Huish College	24/11/2016 09:38	24/11/2016 09:49	00:00	00:11	Denial of Service	DoS
Bridgwater and Taunton College, Somerset College of Arts and Technology	24/11/2016 09:38	24/11/2016 09:49	00:00	00:11	Denial of Service	DoS
Falmouth University	12/11/2016 12:12	12/11/2016 15:27	00:00	03:15	Telco Equipment	Telco optical card failure at Falmouth University
Falmouth University	12/11/2016 20:49	13/11/2016 12:36	00:00	15:25	Telco Equipment	Telco optical card failure at Falmouth University
Gloucestershire College, Gloucester Campus	08/11/2016 17:29	08/11/2016 17:47	00:00	00:18	Customer Equipment	Firewall failure
South Devon College, South West Energy Centre	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate