

janet

South West Service Report

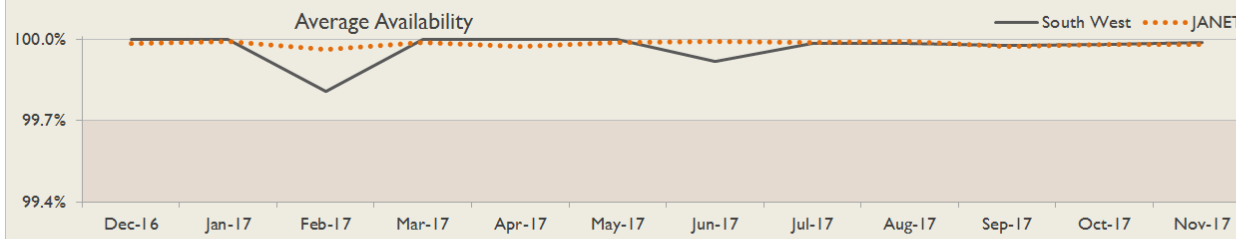
November 2017



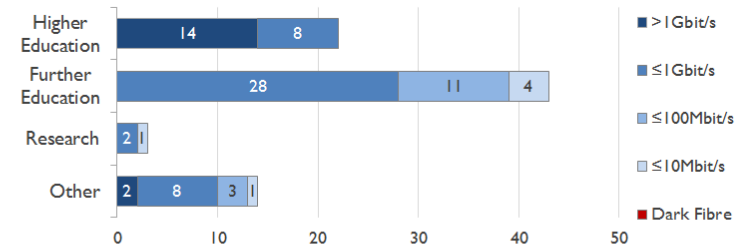


Service Reliability

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

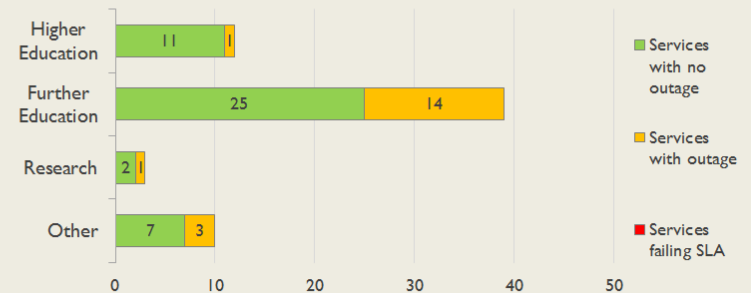


Connections in South West by Contractual Bandwidth



Average Availability of All Services in South West				Average Availability of All Services in Janet			
Nov 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Nov 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
<b>99.99%</b>	<b>5</b>	<b>99.97%</b>	<b>157</b>	<b>99.98%</b>	<b>8</b>	<b>99.98%</b>	<b>97</b>
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
<b>4h 38m</b>		<b>0.43</b>		<b>5h 50m</b>		<b>0.42</b>	
Based on 58 faults over the last 24 months				Based on 953 faults over the last 24 months			

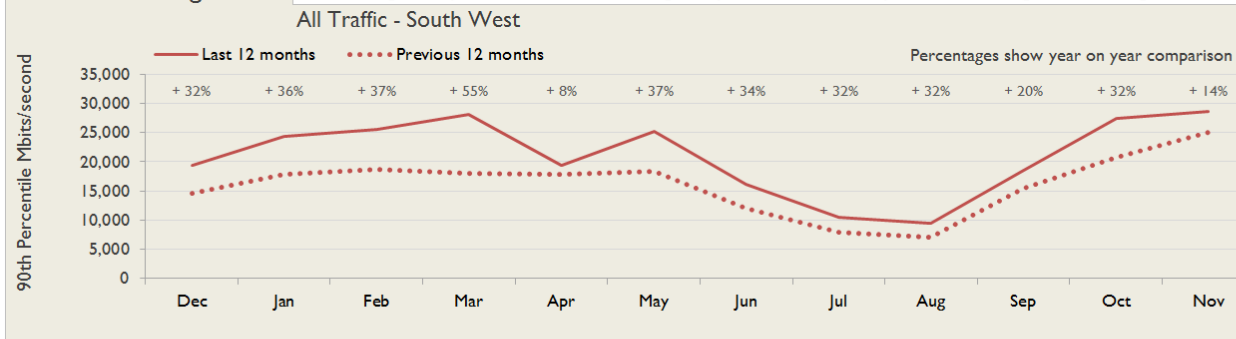
South West Service Outages - Last 12 Months



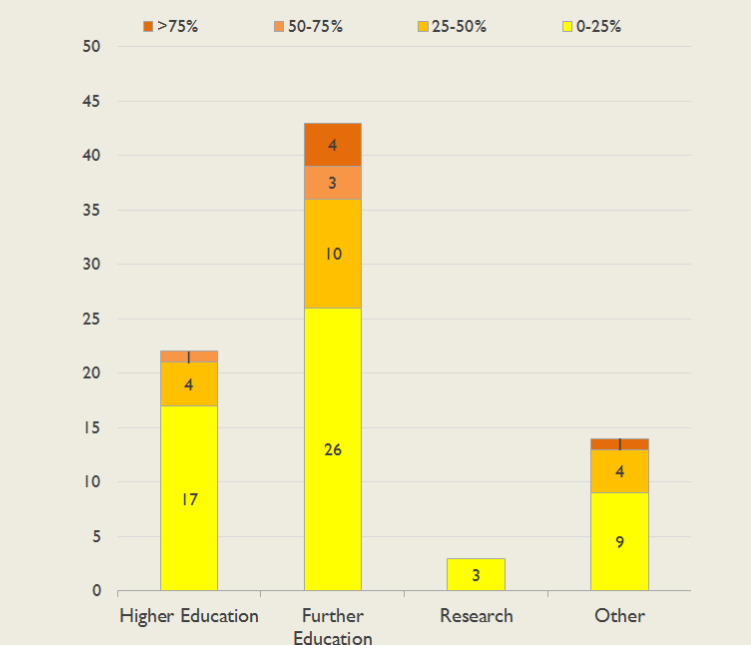
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

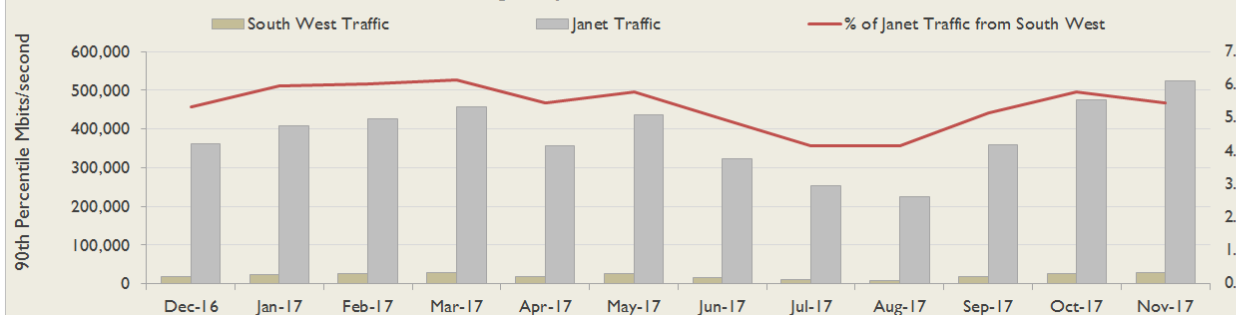
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% 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	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	12 Month Rolling Availability
Bath College, City Centre Campus	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 and Taunton College, Bridgwater Centre	100%	100%	97.45%	100%	100%	100%	99.87%	100%	100%	100%	100%	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%	99.33%	100%	100%	100%	100%	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%	99.59%	99.81%	100%	100%	100%	99.95%
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	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	12 Month Rolling Availability
Falmouth University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	99.34%	100%	100%	100%	100%	100%	99.94%
Hartpury College	100%	100%	100%	100%	100%	100%	99.33%	100%	100%	100%	100%	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, Bristol *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Goonhilly Earth Station Limited	100%	100%	97.45%	100%	100%	100%	99.87%	100%	100%	100%	99.58%	100%	99.74%
Jisc Commercial Limited, Watershed						100%	100%	100%	100%	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%	99.90%	>99.99%
Petroc, Mid Devon Campus	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	99.99%
Petroc, North Devon Campus	100%	100%	100%	100%	100%	100%	100%	99.46%	100%	100%	100%	100%	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%	98.56%	100%	100%	99.88%
Royal Agricultural University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	12 Month Rolling Availability
Ruskin Mill Trust Limited, Ruskin College	100%	100%	100%	100%	100%	100%	99.33%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	100%	100%	99.90%	>99.99%
South Gloucestershire and Stroud College, Filton Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	100%	>99.99%
South Gloucestershire and Stroud College, Gloucestershire Science and Technology Park				100%	100%	100%	100%	100%	99.21%	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%	100%	100%	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%	97.45%	100%	100%	100%	99.77%	100%	100%	100%	99.54%	99.72%	99.71%
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 Quality Assurance Agency for Higher Education, Head Office	100%	100%	100%	100%	100%	100%	99.33%	100%	100%	100%	100%	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%	99.33%	100%	100%	100%	100%	100%	99.94%
University of Plymouth *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 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%	97.45%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.78%
William Morris Camphill Community, Specialist College	100%	100%	100%	100%	100%	100%	99.33%	100%	100%	100%	100%	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, Plymouth	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%	97.45%	100%	100%	100%	99.77%	100%	100%	100%	99.54%	99.72%	99.71%

## 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
Cornwall College, Camborne	06/11/2017 18:12	06/11/2017 18:22	00:00	00:10	Customer Scheduled Maintenance	Router Maintenance
Petroc, Mid Devon Campus	21/11/2017 22:44	22/11/2017 02:05	00:00	03:21	Unknown reason for outage	Unknown
Hartpury College	22/11/2017 18:49	22/11/2017 21:21	00:00	02:32	Unknown reason for outage	Unknown
Plymouth College of Art, Tavistock Place, via Plymouth	05/11/2017 06:26	05/11/2017 11:14	02:33	02:15	Telco Scheduled Maintenance	Telco fibre maintenance
Plymouth College of Art, Tavistock Place, via Telecite Powergate	15/11/2017 03:51	15/11/2017 04:35	00:00	00:44	Telco Unscheduled Maintenance	Unscheduled maintenance
South Devon College	28/11/2017 07:59	28/11/2017 08:17	00:00	00:18	Telco Scheduled Maintenance	Telco maintenance
St Brendan's Sixth Form College	26/11/2017 03:14	27/11/2017 08:09	00:00	28:55	Customer Equipment	Site router stalled
Strode College	17/11/2017 04:09	17/11/2017 09:02	02:50	02:03	Telco Other	Faulty SFP
Falmouth University	15/11/2017 18:27	15/11/2017 21:14	00:00	02:47	Customer Environment	Site power outage
Workers' Educational Association, Bristol	23/11/2017 08:03	23/11/2017 08:38	00:00	00:35	Unknown reason for outage	Unknown
Yeovil College	17/11/2017 04:09	17/11/2017 09:02	02:50	02:03	Telco Other	Faulty SFP



Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Yeovil College	22/11/2017 18:48	22/11/2017 21:59	00:00	03:11	Customer Equipment	customer equipment fault
Cornwall College, Saltash	05/11/2017 06:26	05/11/2017 10:29	02:33	01:30	Telco Scheduled Maintenance	Router Maintenance
Met Office, IT Hall 1, via Telecitec Powergate	04/11/2017 09:26	04/11/2017 12:57	00:00	03:31	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Petroc, Brannams Campus	15/11/2017 03:51	15/11/2017 04:35	00:00	00:44	Telco Unscheduled Maintenance	Unscheduled maintenance
South Devon College, South West Energy Centre	15/11/2017 03:51	15/11/2017 04:35	00:00	00:44	Telco Unscheduled Maintenance	Unscheduled maintenance
Jisc Commercial Limited, Goonhilly Earth Station Limited	17/11/2017 00:03	17/11/2017 01:46	00:00	01:43	Telco Scheduled Maintenance	Scheduled fibre maintenance