janet

Wales Service Report

January 2015

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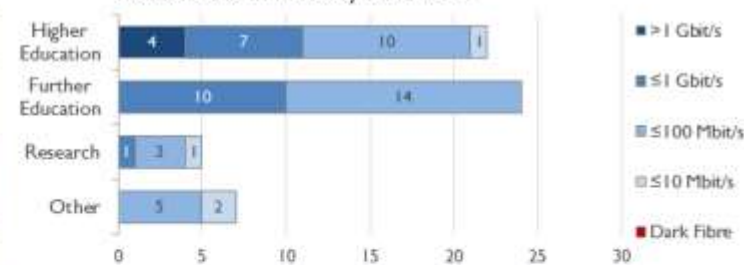
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period

Average Availability

— Wales ····· JANET

Connections in Wales by Bandwidth

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

	Average Availability of All Services in Wales			Average Availability of All Services in Janet		
Jan 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jan 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	27	99.97%	15	99.96%	216
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
3h 38m		0.24		6h 02m		0.62	
Based on 27 faults over the last 24 months				Based on 1232 faults over the last 24 months			

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

Wales Service Outages - Last 12 Months
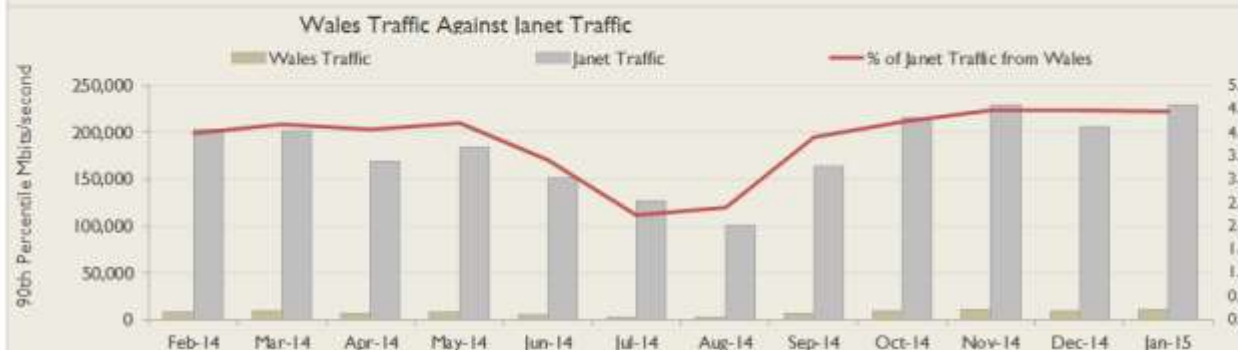

- ■ Services with no outage
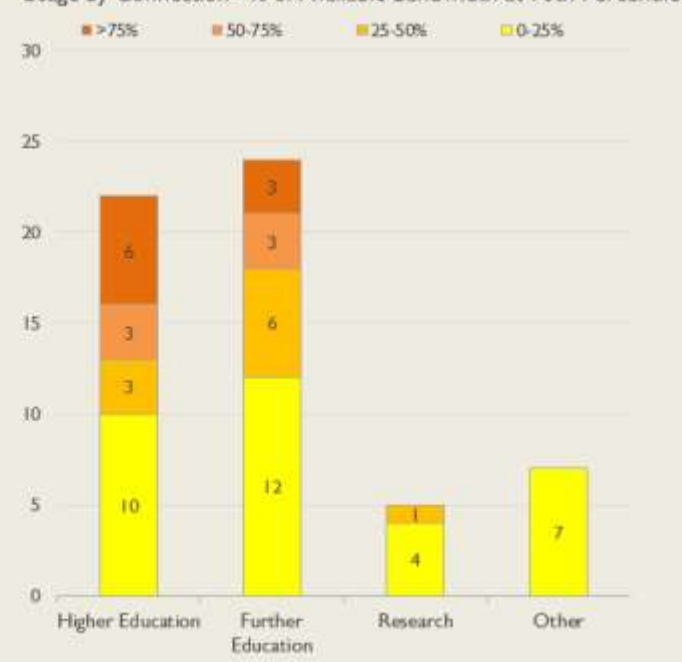- ■ Services with outage
- ■ Services failing SLA

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

All Traffic - Wales

— Last 12 months ····· Previous 12 months

Percentages show year on year comparison

Wales Traffic Against Janet Traffic

■ Wales Traffic ■ Janet Traffic — % of Janet Traffic from Wales

Usage by Connection - % of Available Bandwidth at 90th Percentile

■ >75% ■ 50-75% ■ 25-50% □ 0-25%

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	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
Aberystwyth University, Llandinam Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Aberystwyth University, Visualisation Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bangor University, Deiniol Road	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Bridgend College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff Metropolitan University, Cyncoed Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff Metropolitan University, Llandaff Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff University, Trevithick Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff University, Cathays Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Cambria, Yale	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Cambria, Llysfasi	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Cambria, Northop	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Cambria, Deeside	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Ceredigion, Aberystwyth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Ceredigion, Cardigan Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Elidyr	100%	100%	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Coleg Gwent, Blaenau Gwent Learning Zone	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Gwent, Usk	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Sir Gar*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Y Cymoedd, Nantgarw Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Y Cymoedd, Ystrad Mynach Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
Glyndwr University, Wrexham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gower College Swansea, Gorseinon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gower College Swansea, Tycoch Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Grwp Llandrillo-Menai, Coleg Menai	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Grwp Llandrillo-Menai, Coleg Llandrillo	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
High Performance Computing Wales	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Higher Education Funding Council for Wales	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Bridgend Data Centre*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Merthyr Tydfil College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mudiad Meithrin Cyf, Aberystwyth	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
National Institute of Adult Continuing Education, Dysgu Cymru, Cardiff	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, British Geological Survey, Cardiff	100%	100%	99.95%	100%	99.19%	100%	100%	100%	100%	100%	100%	100%	99.93%
Natural Environment Research Council, CEH, Bangor	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, CEH, Climate Change Solardome Facility	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Neath Port Talbot College, Neath Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neath Port Talbot College, Newtown Campus	100%	100%	99.85%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
Pembrokeshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Mencap Society, Mencap National College - Pengwern	100%	100%	100%	99.95%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Royal Welsh College of Music and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St David's Catholic College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Swansea University, College of Human and Health Sciences	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Swansea University, Library and Information centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, Trowbridge	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
The Cardiff and Vale College, Colcot Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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University of Glamorgan, Cardiff Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Glamorgan, Newport City Campus								100%	100%	100%	100%	100%	<12 Months
University of Glamorgan, Treforest Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Wales	**99.60%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.97%**
University of Wales Trinity Saint David, Lampeter Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Wales Trinity Saint David, Swansea Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Wales Trinity Saint David, Carmarthen Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Wales, Newport	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
WEA Cymru, Coleg Harlech Workers' Educational Association	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association Wales, Coopers Yard	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Y Coleg Cymraeg Cenedlaethol, Cardiff Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Y Coleg Cymraeg Cenedlaethol, Head Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Connection outages this month

Maintenance outages are included in this table - only unscheduled maintenance is counted against availability.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Higher Education Funding Council for Wales	07/01/2015 21:31	08/01/2015 07:23	00:00	09:52	Customer Environment	Power failure in comms room
Grwp Llandrillo-Menai, Coleg Llandrillo	18/01/2015 05:57	18/01/2015 18:03	00:00	12:06	Customer Maintenance	Unscheduled site power maintenance