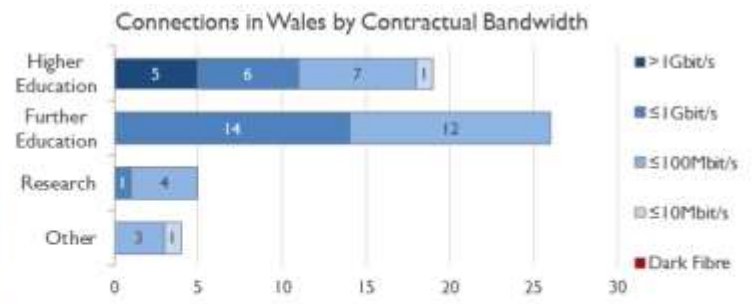


janet

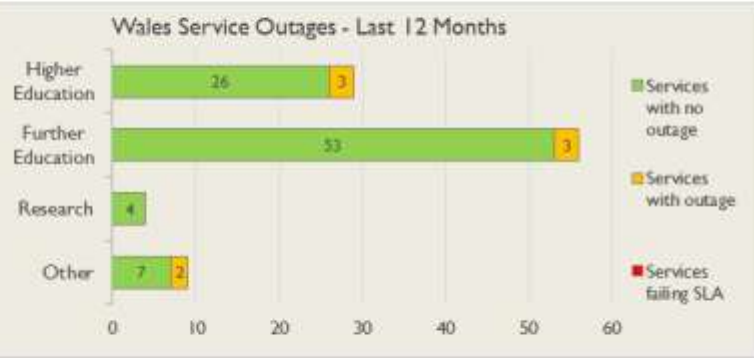
Wales Service Report

March 2017

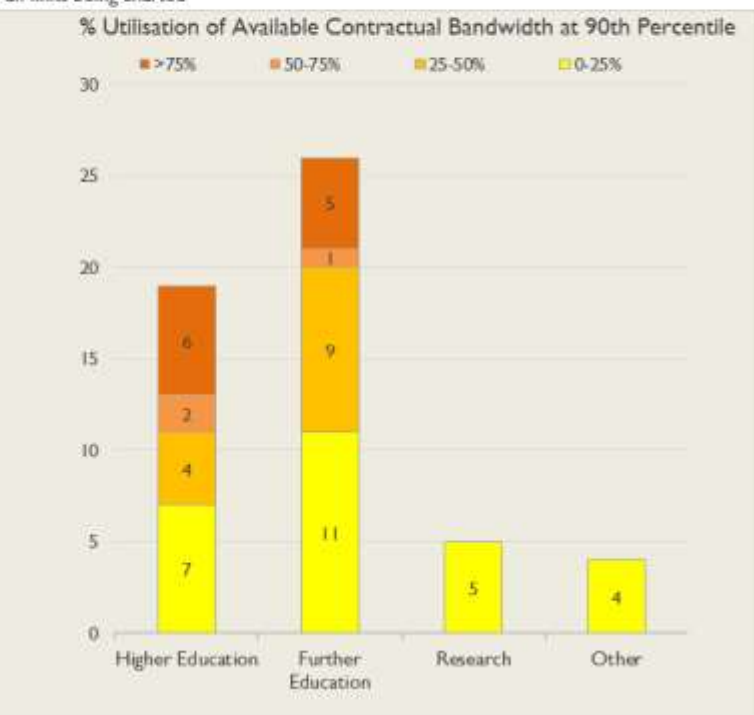




Average Availability of All Services in Wales				Average Availability of All Services in Janet			
Mar 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	24	99.99%	5	99.97%	157
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
7h 10m		0.12		7h 13m		0.45	
Based on 24 faults over the last 24 months				Based on 990 faults over the last 24 months			



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



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 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
Aberystwyth University, Llandinam Building	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	<12 Months
Aberystwyth University, Visualisation Centre [1]	100%	100%	100%	100%	100%	100%	98.83%	100%	99.83%	100%	100%	100%	99.89%
Addysg Oedolion Cymru, Coleg Harlech Workers' Educational Association	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Addysg Oedolion Cymru, Conwy and Denbighshire	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Addysg Oedolion Cymru, Dylan Thomas Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Addysg Oedolion Cymru, Head Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Addysg Oedolion Cymru, Powys	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bangor University, Archimedes Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bangor University, Deiniol Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridgend College, Bridgend Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridgend College, Maesteg Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridgend College, Pencoed Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridgend College, Queens Road Campus	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, Cathays Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff University, COMSC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
Cardiff University, St Davids Hall					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Cardiff University, Trevithick Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Cambria, Deeside [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Cambria, Deeside [2]	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, Yale	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Gwent, Blaenau Gwent Learning Zone	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Gwent, City of Newport Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Gwent, Crosskeys Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Gwent, Link 2	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 Sir Gar, Ammanford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Sir Gar, Gelli Aur Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Sir Gar, Job's Well Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Y Cymoedd, Aberdare Campus	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, Rhondda 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%
Glyndwr University, Hawarden Business Park	100%	100%	100%	100%	100%	100%	100%	99.71%	100%	100%	100%	100%	99.98%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
Glyndwr University, St Asaph	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glyndwr University, Wrexham, Computer Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glyndwr University, Wrexham, Edward Llwyd Building	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%	99.25%	100%	100%	99.94%
Gower College Swansea, Tycoch Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.25%	100%	100%	99.94%
Grwp Llandrillo Menai, Coleg Llandrillo	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Grwp Llandrillo Menai, Coleg Menai	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
Grwp Llandrillo Menai, Coleg Menai	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
Grwp Llandrillo Menai, Rhos on Sea				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Higher Education Funding Council for Wales									100%	100%	100%	100%	<12 Months
High Performance Computing Wales, Deiniol Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
High Performance Computing Wales, Dylan Thomas Centre		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
High Performance Computing Wales, Dylan Thomas Centre - Singleton Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.25%	100%	100%	99.94%
High Performance Computing Wales, Park Place	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
High Performance Computing Wales, Singleton Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.25%	100%	100%	99.94%
High Performance Computing Wales, University of South Wales - Newport	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%
Merthyr Tydfil College Limited, Bio Mass Boiler Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Merthyr Tydfil College Limited, Redhouse	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
Mudiad Meithrin Cyf, Head Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
National Learning and Work Institute, 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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neath Port Talbot College, Brecon Beacons Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neath Port Talbot College, Llandrindod Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Pembrokeshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Pembrokeshire College, MITEC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RNN Group, Town Centre Campus [2]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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, Baglan Technium	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Swansea University, Bay Campus	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, Information Services and Systems	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%	99.25%	100%	100%	99.94%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
Swansea University, ROPC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, Barry Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, Canal Parade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, CCTC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, Curran Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, Dumballs Road 2	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.25%	100%	100%	99.94%
The Cardiff and Vale College, Eastern Business Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, House of Sport	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, ICAT	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, Leckwith Sports Stadium								100%	100%	100%	100%	100%	<12 Months
The Cardiff and Vale College, The Friary	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, The Parade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Cardiff	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of South Wales, Caerleon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of South Wales, Cardiff Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of South Wales, Newport City Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of South Wales, The Business Loft	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of South Wales, Treforest Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Wales Prifysgol Cymru	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 Trinity Saint David, Lampeter Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
University of Wales Trinity Saint David, Swansea Campus	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 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
Coleg Cambria, Llysfasi	12/03/2017 13:14	12/03/2017 15:35	00:00	02:21	Customer Environment	Customer power issue
Coleg Ceredigion, Aberystwyth Campus	10/03/2017 16:11	13/03/2017 08:00	00:00	63:49	Customer Scheduled Maintenance	Site scheduled maintenance