



Wales 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

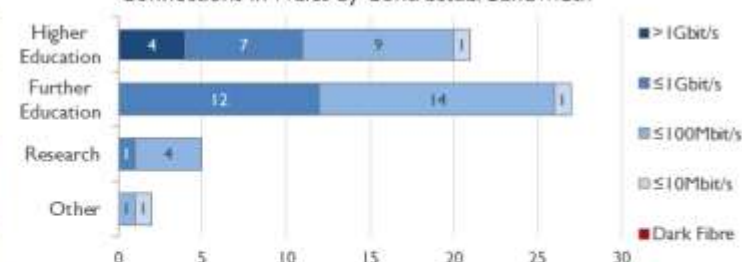


Average Availability of HE & FE Services in Wales

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
>99.99%	1	>99.99%	13	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	
36m		0.36		5h 58m		0.62	
Based on 64 faults over the last 24 months				Based on 1132 faults over the last 24 months			

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

Connections in Wales by Contractual Bandwidth



Wales Service Outages - Last 12 Months

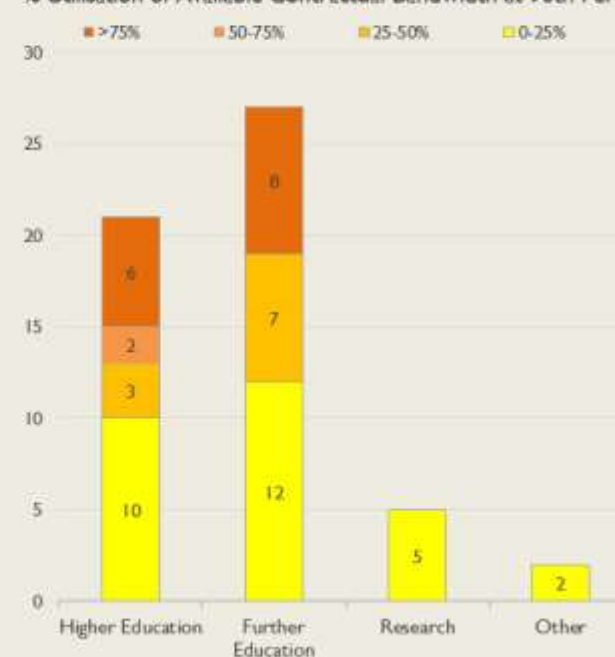


Connection Usage

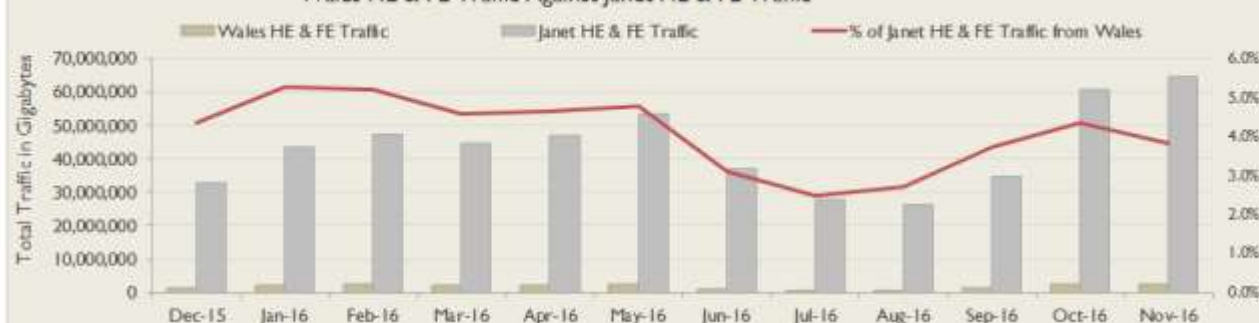
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



Wales 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
Aberystwyth University, Visualisation Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.83%	100%	99.90%
Aberystwyth University, Llandinam Building												100%	<12 Months
Bangor University, Archimedes Centre				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Bangor University, Deiniol Road	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%	<12 Months
Bridgend College, Bridgend 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, Maesteg 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 Metropolitan University, Cyncoed Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff University, St Davids Hall									100%	100%	100%	100%	<12 Months
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%	<12 Months
Cardiff University, Trevithick Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Cambria, Llysfas	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%	<12 Months
Coleg Cambria, Deeside [1]	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, Northop	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 Ceredigion, Aberystwyth 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, Usk	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%

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
Coleg Gwent, City of Newport Campus			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Coleg Gwent, Link 2					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Coleg Gwent, Crosskeys Campus			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Coleg Sir Gar, Ammanford Campus	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, Job's Well 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 Y Cymoedd, Nantgarw 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%	<12 Months
Coleg Y Cymoedd, Ystrad Mynach 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%	<12 Months
Glyndwr University, Hawarden Business Park					100%	100%	100%	100%	100%	100%	100%	99.71%	<12 Months
Glyndwr University, Wrexham, Computer Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glyndwr University, St Asaph	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%	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Grwp Llandrillo Menai, Rhos on Sea								100%	100%	100%	100%	100%	<12 Months
Grwp Llandrillo Menai, Coleg Llandrillo	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%
Neath Port Talbot College, Newtown Campus	100%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
Neath Port Talbot College, Neath Campus	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%
Pembrokeshire College, MITEC	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%
Royal Welsh College of Music and Drama	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
St David's Catholic College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Swansea University, Blaenavon Data Centre					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Swansea University, College of Human and Health Sciences	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%	<12 Months
Swansea University, Information Services and Systems		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Swansea University, Baglan Technium	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%
Swansea University, ROPC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cambian Group, Mencap National College - Pengwern	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, The Parade					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
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%	<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, Dumballs Road 2	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, House of Sport	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, Eastern Business Park		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The Cardiff and Vale College, Canal Parade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Cardiff	99.55%	100%	99.73%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
University of South Wales, Treforest 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, Cardiff Campus	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 Wales Prifysgol Cymru	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%
University of Wales Trinity Saint David, Carmarthen Campus	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
University of Wales Trinity Saint David, Swansea Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
WEA YMCA CC Cymru, Powys	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
WEA YMCA CC Cymru, Head Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
WEA YMCA CC Cymru, Dylan Thomas Centre					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
WEA YMCA CC Cymru, Coleg Harlech Workers' Educational Association	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
WEA YMCA CC Cymru, Conwy and Denbighshire	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 Elidyr	20/11/2016 03:27	20/11/2016 04:32	00:00	01:05	Customer Environment	Local power outage
Coleg Elidyr	24/11/2016 16:00	24/11/2016 16:20	00:00	00:20	Unknown	Unknown router issues affecting Coleg Elidyr
Glyndwr University, Hawarden Business Park	09/11/2016 12:45	09/11/2016 14:50	00:00	02:05	Telco Equipment	Power failure at exchange

Link Utilisation of Contractual Bandwidth

The table shows utilisation at the 90th percentile, i.e. for 90% of the samples within the period the traffic was at or below the level shown and for 10% of the samples traffic was above the level shown. The figure therefore gives a reasonable indication of the loading of the connection during the busiest periods. The measurements are shown as a percentage of the available contractual bandwidth, and only the highest of the to/from readings for the month is used.

Connection	Current Bandwidth	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Aberystwyth University, Visualisation Centre	2Gbit/s	72%	82%	86%	79%	81%	81%	26%			41%	55%	60%
Bridgend College, Bridgend Campus	1Gbit/s	3%	7%	8%	7%	9%	10%	9%	1%	1%	8%	10%	14%
Cardiff Metropolitan University, Cyncoed Campus	1Gbit/s	35%	42%	47%	41%	42%	34%	11%	5%	6%	35%	48%	55%
Cardiff Metropolitan University, Llandaff Campus	1Gbit/s	13%	23%	29%	24%	25%	18%	11%	11%	11%	15%	35%	40%
Cardiff University, Cathays Park	10Gbit/s	9%	12%	14%	13%	14%	14%	10%	11%	11%	12%	17%	19%
Cardiff University, Trevithick Building	10Gbit/s	20%	24%	26%	24%	23%	24%	11%	5%	6%	21%	28%	31%
Coleg Cambria, Deeside [1]	1Gbit/s	17%	22%	22%	23%	20%	22%	17%	3%	3%	21%	23%	29%
Coleg Cambria, Northop	1Gbit/s	28%	50%	48%	42%	41%	78%	3%	<0.5%	<0.5%	3%	3%	4%
Coleg Cambria, Yale	1Gbit/s	19%	26%	24%	27%	24%	24%	16%	2%	2%	23%	25%	31%
Coleg Ceredigion, Aberystwyth Campus	100Mbit/s	15%	22%	18%	81%	21%	25%	82%	4%	9%	18%	23%	30%
Coleg Ceredigion, Cardigan Campus	100Mbit/s	18%	23%	80%	25%	26%	33%	23%	4%	28%	28%	31%	42%
Coleg Elidyr	100Mbit/s	14%	14%	15%	15%	13%	14%	17%	16%	8%	15%	14%	17%
Coleg Gwent, Blaenau Gwent Learning Zone, Link 1	1Gbit/s	24%	32%	31%	33%	32%	34%	15%	4%	4%	29%	34%	41%
Coleg Sir Gar, Graig Campus	100Mbit/s	164%	203%	195%	190%	190%	186%	148%	26%	36%	192%	223%	273%
Coleg Sir Gar, Pibwrlwyd Campus	100Mbit/s	12%	16%	34%	17%	17%	14%	9%	8%	5%	9%	18%	20%
Coleg Y Cymoedd, Nantgarw Campus	100Mbit/s	102%	166%	164%	161%	145%	158%	136%	18%	14%	148%	185%	232%
Coleg Y Cymoedd, Ystrad Mynach Campus	1Gbit/s	6%	9%	9%	10%	9%	10%	9%	2%	1%	7%	8%	10%
Glyndwr University, Wrexham, Computer Centre	1Gbit/s	35%	36%	38%	29%	22%	18%	9%	12%	14%	14%	19%	22%
Glyndwr University, Wrexham, Edward Llwyd Building	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Gower College Swansea, Gorseinon Campus	100Mbit/s	30%	90%	92%	92%	84%	82%	45%	4%	5%	77%	71%	98%
Gower College Swansea, Tycoch Campus	100Mbit/s	22%	40%	35%	33%	31%	31%	21%	13%	14%	63%	74%	98%
Grwp Llandrillo Menai, Coleg Llandrillo	1Gbit/s	24%	29%	28%	28%	27%	29%	21%	6%	5%	23%	27%	32%
Grwp Llandrillo Menai, Coleg Menai	1Gbit/s	6%	9%	11%	12%	14%	15%	9%	1%	1%	19%	21%	27%
Merthyr Tydfil College Limited	100Mbit/s	40%	71%	74%	71%	69%	82%	39%	10%	10%	94%	108%	116%
Neath Port Talbot College, Neath Campus	1Gbit/s	8%	11%	11%	11%	12%	12%	9%	2%	2%	10%	13%	17%
Neath Port Talbot College, Newtown Campus	1Gbit/s	4%	5%	5%	5%		6%	5%	1%	1%	4%	4%	6%

Connection	Current Bandwidth	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Pembrokeshire College	1Gbit/s	9%	11%	11%	12%	13%	13%	11%	2%	2%	12%	15%	17%
Pembrokeshire College, MITEC	100Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Royal Welsh College of Music and Drama	100Mbit/s	15%	27%	30%	24%	19%	28%	24%	12%	10%	34%	34%	41%
St David's Catholic College	100Mbit/s	50%	85%	81%	84%	74%	58%	26%	3%	6%	92%	69%	79%
Swansea University, College of Human and Health Sciences	10Mbit/s	14%	46%	29%	41%	54%	50%	45%	41%	30%	59%	111%	111%
Swansea University, Library and Information centre	2Gbit/s	162%	92%	89%	85%	92%	92%	65%	27%	29%	56%	105%	116%
The Cambian Group, Mencap National College - Pengwern	10Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
The Cardiff and Vale College, Barry Campus	100Mbit/s	34%	52%	51%	59%	54%	59%	42%	16%	14%	56%	73%	99%
The Cardiff and Vale College, Canal Parade	1Gbit/s	5%	4%	4%	4%	5%	9%	6%	3%	3%	14%	16%	21%
The Open University, Cardiff	100Mbit/s	7%	8%	9%	9%	10%	9%	10%	9%	9%	10%	12%	14%
University of South Wales, Caerleon Campus	1Gbit/s	3%	3%	3%	3%	3%	3%	2%	1%	1%	1%	1%	<0.5%
University of South Wales, Cardiff Campus	1Gbit/s	12%	15%	15%	14%	15%	17%	13%	15%	17%	15%	13%	13%
University of South Wales, The Business Loft	100Mbit/s	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
University of South Wales, Treforest Campus	100Mbit/s	186%	358%	398%	329%	342%	281%	167%	153%	161%	224%	462%	474%
University of Wales Prifysgol Cymru	100Mbit/s	5%	6%	6%	4%	3%	4%	8%	3%	3%	3%	3%	3%
University of Wales Trinity Saint David, Carmarthen Campus	100Mbit/s	177%	234%	248%	224%	216%	211%	91%	54%	39%	127%	257%	270%
University of Wales Trinity Saint David, Lampeter Campus	100Mbit/s	180%	214%	225%	243%	200%	217%	119%	87%	44%	123%	216%	215%
University of Wales Trinity Saint David, Swansea Campus	300Mbit/s	42%	56%	59%	60%	53%	51%	32%	27%	21%	45%	84%	91%
WEA YMCA CC Cymru, Coleg Harlech Workers' Educational Association	100Mbit/s	1%	4%	3%	2%	1%	1%	2%	1%	1%	2%	2%	2%
WEA YMCA CC Cymru, Head Office	100Mbit/s	2%	97%	97%	94%	95%	95%	95%	96%	96%	96%	97%	97%
Y Coleg Cymraeg Cenedlaethol, Cardiff Office	100Mbit/s	<0.5%	1%	1%	1%	<0.5%	<0.5%	1%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Y Coleg Cymraeg Cenedlaethol, Head Office	100Mbit/s	3%	3%	2%	4%	3%	3%	3%	2%	2%	2%	3%	3%