



Yorkshire & Humberside Service
Report

August 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 of HE & FE Services in Yorkshire & Humberside

Aug 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Aug 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.98%	8	99.92%	437	99.98%	10	99.96%	217
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
2h 44m		1.51		4h 33m		0.70	
Based on 166 faults over the last 24 months				Based on 1083 faults over the last 24 months			

Average Availability of HE & FE Services in Janet

Connections in Yorkshire & Humberside by Bandwidth



HE & FE Services in Yorkshire & Humberside Failing SLA Target

Askham Bryan College, York Campus	99.29%
NEW College, Pontefract	99.68%
Wakefield College, Wakefield City Campus	99.65%
York College	99.58%

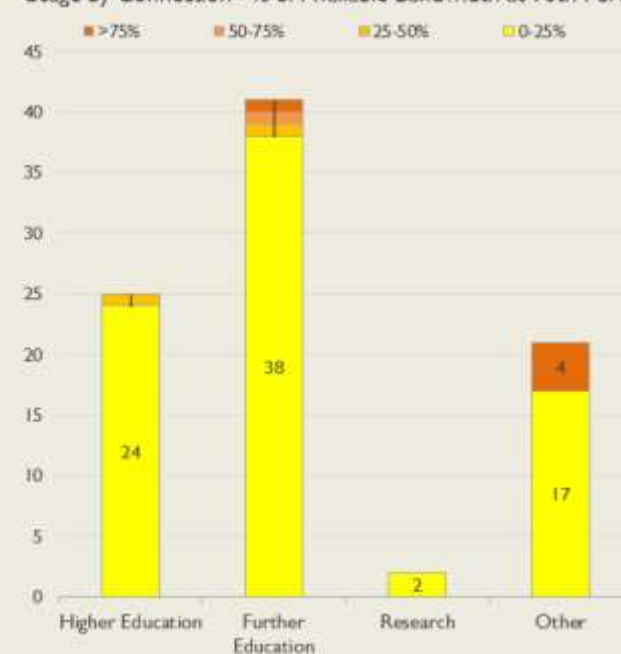
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

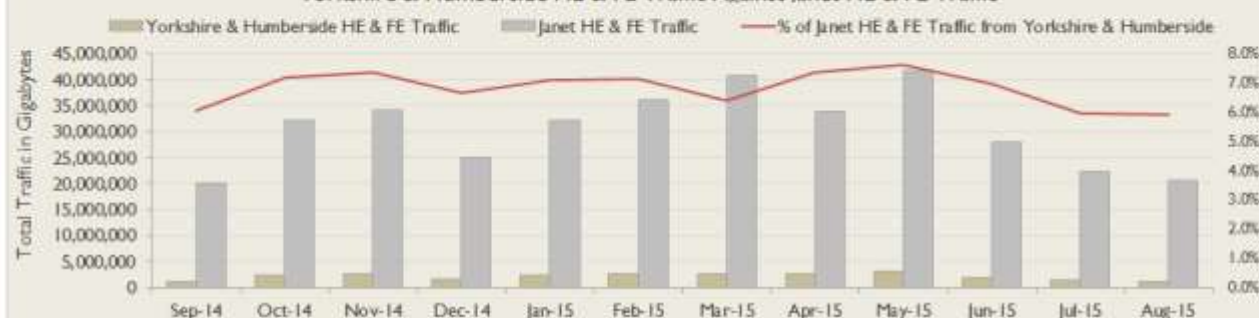
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



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



Yorkshire & Humberside 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	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
Askham Bryan College, York Campus	95.43%	95.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.28%
Barnsley College	100%	99.50%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Bishop Burton College, Bishop Burton	100%	99.50%	100%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.94%
Bradford College	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.49%	99.92%
Calderdale College	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Coventry University, Barnsley Datacentre	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Craven College	100%	99.50%	100%	100%	99.82%	100%	100%	100%	100%	100%	100%	100%	99.94%
Dearne Valley College	100%	99.50%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Doncaster College	100%	99.50%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
East Riding College, Beverley Campus	100%	99.50%	100%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.94%
Franklin College	100%	99.50%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Greenhead College	100%	99.50%	100%	100%	99.83%	100%	100%	100%	100%	100%	99.97%	100%	99.94%
Grimsby Institute of Further and Higher Education, Scarborough Campus	100%	99.50%	100%	100%	99.82%	100%	100%	100%	100%	100%	100%	100%	99.94%
Grimsby Institute of Further and Higher Education, Grimsby Campus	100%	99.50%	100%	>99.99%	100%	100%	99.83%	100%	100%	100%	100%	100%	99.94%
Huddersfield New College	100%	99.50%	100%	100%	99.83%	100%	100%	100%	100%	100%	99.97%	100%	99.94%
Hull College	100%	99.50%	100%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.94%
Hull College, Harrogate Campus	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
John Leggott College	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Kirklees College, Dewsbury Centre	100%	99.50%	100%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.94%
Kirklees College, Huddersfield Centre	100%	99.50%	100%	100%	99.83%	100%	100%	100%	100%	100%	99.97%	100%	99.94%
Leeds Beckett University*	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Leeds City College, Park Lane Campus	100%	99.50%	100%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.94%
Leeds City College, Technology Campus	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
Leeds City College, Keighley Campus	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Leeds City College, Printworks Campus	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Leeds College of Art	100%	99.50%	100%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.94%
Leeds College of Building*	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Leeds College of Music	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Leeds Trinity University	100%	99.50%	100%	100%	97.54%	100%	100%	100%	100%	100%	100%	100%	99.75%
Longley Park Sixth Form College	100%	99.50%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
NEW College, Pontefract	100%	96.18%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.68%
North Lindsey College	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Northern School of Contemporary Dance	100%	99.50%	100%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.94%
Notre Dame Sixth Form College	100%	99.50%	100%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.94%
Rotherham College of Arts and Technology	100%	99.50%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Scarborough Sixth Form College	100%	99.50%	100%	100%	99.82%	100%	100%	100%	100%	100%	100%	100%	99.94%
Selby College	100%	99.50%	100%	100%	99.82%	100%	100%	100%	100%	100%	100%	100%	99.94%
Sheffield Hallam University*	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
ShIPLEY College, Salt Building	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
The Open University, Leeds								100%	100%	100%	100%	100%	<12 Months
The Sheffield College*	100%	99.50%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Thomas Rotherham College	100%	99.50%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
University of Bradford*	100%	99.50%	100%	100%	100%	99.84%	100%	100%	100%	100%	100%	99.49%	99.90%
University of Huddersfield*	100%	99.50%	100%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.94%
University of Hull, Hull Campus*	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
University of Hull, Scarborough Campus		99.50%	100%	100%	99.82%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Leeds*	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
University of Sheffield*	100%	99.50%	100%	>99.99%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.94%
University of York*	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Wakefield College, Wakefield City Campus	100%	95.78%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.65%
Wakefield College, Castleford Campus	100%	99.50%	100%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.94%
Wilberforce College	100%	99.50%	100%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.94%
Wyke Sixth Form College	100%	99.50%	100%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.94%

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
York College	95.43%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.58%
York St John University*	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%

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
Bradford College	10/08/2015 19:40	10/08/2015 20:04	00:00	00:24	Regional Other	DoS attack
University of Bradford, Link 1	10/08/2015 19:40	10/08/2015 20:04	00:00	00:24	Regional Other	DoS attack
University of Bradford, Link 2	10/08/2015 19:40	10/08/2015 20:04	00:00	00:24	Regional Other	DoS attack
Bradford College	11/08/2015 10:57	11/08/2015 11:28	00:00	00:31	Regional Other	DoS attack
University of Bradford, Link 1	11/08/2015 10:57	11/08/2015 11:28	00:00	00:31	Regional Other	DoS attack
University of Bradford, Link 2	11/08/2015 10:57	11/08/2015 11:28	00:00	00:31	Regional Other	DoS attack
Bradford College	11/08/2015 12:07	11/08/2015 12:22	00:00	00:15	Regional Other	DoS attack
University of Bradford, Link 1	11/08/2015 12:07	11/08/2015 12:22	00:00	00:15	Regional Other	DoS attack
University of Bradford, Link 2	11/08/2015 12:07	11/08/2015 12:22	00:00	00:15	Regional Other	DoS attack
Bradford College	11/08/2015 13:24	11/08/2015 16:00	00:00	02:36	Regional Other	DoS attack
University of Bradford, Link 1	11/08/2015 13:24	11/08/2015 16:00	00:00	02:36	Regional Other	DoS attack
University of Bradford, Link 2	11/08/2015 13:24	11/08/2015 16:00	00:00	02:36	Regional Other	DoS attack
Dearne Valley College	15/08/2015 08:16	15/08/2015 12:20	00:00	04:04	Customer Unscheduled Maintenance	Customer unscheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Bradford College	24/08/2015 11:35	24/08/2015 13:08	00:00	01:33	Denial of Service	DoS attack
Bradford College	24/08/2015 14:19	24/08/2015 14:47	00:00	00:28	Denial of Service	DoS attack

Link Utilisation

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 raw bandwidth, and only the highest of the to/from readings for the month is used.

Some of the connections reported below 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	Current Bandwidth	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Askham Bryan College, York Campus	1 Gbit/s	3%	4%	5%	5%	5%	4%	5%	5%	4%	5%	2%	1%
Barnsley College	1 Gbit/s	9%	11%	13%	12%	12%	18%	22%	20%	19%	16%	6%	5%
Bishop Burton College, Bishop Burton	1 Gbit/s	8%	10%	12%	10%	12%	13%	13%	12%	12%	9%	2%	3%
Bradford College	1 Gbit/s	23%	38%	49%	45%	47%	53%	54%	20%	18%	16%	7%	5%
Calderdale College	100Mbit/s	35%	38%	45%	40%	47%	48%	55%	51%	53%	53%	24%	10%
Coventry University, Barnsley Datacentre	1 Gbit/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%
Craven College	100Mbit/s	28%	33%	41%	35%	42%	44%	46%	40%	40%	38%	6%	7%
Dearne Valley College	100Mbit/s	16%	23%	25%	19%	22%	74%	96%	93%	90%	78%	22%	19%
Doncaster College	100Mbit/s	47%	74%	87%	78%	89%	142%	179%	166%	166%	144%	39%	40%
East Riding College, Beverley Campus	1 Gbit/s												1%
Franklin College	100Mbit/s	42%	42%	67%	61%	69%	66%	70%	69%	64%	58%	7%	4%
Greenhead College	100Mbit/s	14%	16%	20%	18%	25%	24%	21%	11%	12%	12%	5%	2%
Grimsby Institute of Further and Higher Education, Grimsby Campus	1 Gbit/s	8%	10%	13%	12%	13%	14%	16%	16%	14%	14%	4%	4%
Grimsby Institute of Further and Higher Education, Scarborough Campus	100Mbit/s	18%	18%	24%	20%	25%	29%	30%	29%	28%	31%	9%	7%
Huddersfield New College	100Mbit/s	33%	40%	40%	35%	37%	41%	49%	22%	32%	32%	3%	3%
Hull College, Harrogate Campus	1 Gbit/s	<0.5%	<0.5%	1%	1%	1%	2%	2%	2%	2%	2%	1%	<0.5%
Hull College, Queen's Gardens	1 Gbit/s	6%	11%	13%	13%	13%	13%	15%	13%	12%	11%	4%	2%
John Leggott College	100Mbit/s	51%	56%	58%	52%	55%	58%	59%	52%	50%	44%	4%	2%
Kirklees College, Dewsbury Centre	100Mbit/s	26%	36%	46%	29%	60%	75%	78%	52%	67%	60%	8%	6%
Kirklees College, Huddersfield Centre	100Mbit/s	56%	70%	76%	80%	61%	66%	75%	52%	64%	62%	16%	10%
Leeds Beckett University, City Campus	1 Gbit/s	10%	21%	26%	23%	19%	26%	29%	30%	23%	13%	14%	10%
Leeds Beckett University, Headingley Campus	1 Gbit/s	5%	7%	9%	7%	6%	8%	9%	9%	4%	6%	7%	5%
Leeds City College, Keighley Campus	100Mbit/s	7%	9%	12%	10%	13%	16%	17%	13%	13%	11%	5%	5%
Leeds City College, Park Lane Campus	1 Gbit/s	7%	11%	13%	12%	13%	14%	15%	11%	13%	12%	4%	2%

Connection	Current Bandwidth	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Leeds City College, Printworks Campus	100Mbit/s	25%	43%	54%	51%	53%	40%	29%	17%	20%	22%	13%	6%
Leeds City College, Technology Campus	1Gbit/s	5%	4%	5%	5%	6%	7%	10%	8%	9%	8%	2%	1%
Leeds College of Art	1Gbit/s	2%	6%	6%	5%	7%	7%	10%	6%	7%	2%	1%	1%
Leeds College of Building, Black Bull Street	1Gbit/s						<0.5%	<0.5%	1%	<0.5%	<0.5%	<0.5%	<0.5%
Leeds College of Building, North Street	100Mbit/s	8%	10%	11%	12%	15%	13%	16%	10%	13%	16%	11%	5%
Leeds College of Music	500Mbit/s	4%	6%	8%	4%	6%	7%	7%	5%	6%	3%	2%	2%
Leeds Trinity University	1Gbit/s	13%	20%	5%	3%	2%	4%	5%	4%	4%	3%	3%	2%
Longley Park Sixth Form College	100Mbit/s	216%	211%	229%	195%	234%	193%	236%	138%	238%	205%	188%	241%
NEW College, Pontefract	1Gbit/s					7%	7%	9%	7%	6%	6%	1%	<0.5%
North Lindsey College	100Mbit/s	35%	48%	64%	60%	72%	68%	78%	67%	71%	69%	29%	15%
Northern School of Contemporary Dance	100Mbit/s	4%	5%	6%	3%	6%	6%	6%	5%	6%	6%	4%	2%
Notre Dame Sixth Form College	100Mbit/s	23%	31%	38%	33%	42%	35%	43%	20%	27%	23%	4%	2%
Rotherham College of Arts and Technology	100Mbit/s	39%	49%	60%	54%	142%	181%	175%	177%	171%	168%	17%	14%
Scarborough Sixth Form College	100Mbit/s	41%	32%	42%	24%	42%	43%	50%	47%	44%	30%	10%	2%
Selby College	100Mbit/s	28%	37%	48%	52%	52%	40%	51%	42%	44%	43%	10%	5%
Sheffield Hallam University, City Campus	1Gbit/s	21%	44%	50%	45%	39%	53%	58%	62%	41%	25%	28%	24%
Sheffield Hallam University, Collegiate Crescent Campus	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%
Shipley College, Salt Building	100Mbit/s	21%	39%	51%	34%	49%	46%	54%	43%	41%	52%	11%	6%
The Open University, Leeds	100Mbit/s								6%	6%	6%	6%	5%
The Sheffield College, Hillsborough College	100Mbit/s	43%	60%	66%	57%	59%	115%	135%	128%	130%	111%	25%	20%
The Sheffield College, Sheffield City College	100Mbit/s	99%	126%	147%	136%	155%	228%	259%	254%	232%	195%	56%	52%
Thomas Rotherham College	100Mbit/s	35%	38%	38%	38%	39%	99%	125%	118%	104%	80%	20%	17%
University of Bradford, Link 1	1Gbit/s	13%	16%	17%	14%	5%	7%	8%	8%	6%	3%	3%	5%
University of Bradford, Link 2	1Gbit/s	3%	7%	8%	6%	15%	18%	18%	20%	17%	14%	15%	12%
University of Huddersfield, Link 1	1Gbit/s	16%	37%	38%	36%	19%	41%	45%	40%	31%	20%	19%	16%
University of Huddersfield, Link 2	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%
University of Hull, Hull Campus, Link 1	2Gbit/s	11%	18%	21%	18%	14%	23%	22%	25%	22%	13%	13%	14%
University of Hull, Hull Campus, Link 2	2Gbit/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%
University of Hull, Scarborough Campus	1Gbit/s		3%	3%	3%	2%	3%	3%	3%	3%	2%	2%	1%
University of Leeds, via Leeds (1)	10Gbit/s	18%	27%	29%	27%	29%	33%	33%	34%	34%	26%	15%	14%
University of Leeds, via Leeds (2)	5Gbit/s								<0.5%	<0.5%	<0.5%	<0.5%	<0.5%

Connection	Current Bandwidth	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
University of Sheffield, Brunswick Street	2Gbit/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%
University of Sheffield, Hounsfield Road	4Gbit/s	46%	73%	68%	74%	65%	72%	78%	85%	86%	67%	40%	39%
University of York, Link 1	4Gbit/s	18%	50%	55%	37%	59%	61%	60%	63%	67%	51%	24%	24%
University of York, Link 2	4Gbit/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%
Wakefield College, Castleford Campus	100Mbit/s	34%	57%	54%	43%	60%	67%	67%	63%	63%	61%	12%	8%
Wakefield College, Wakefield City Campus	100Mbit/s	32%	43%	64%	55%	60%	63%	70%	65%	61%	54%	11%	14%
Wilberforce College	100Mbit/s	29%	28%	34%	30%	35%	39%	43%	34%	35%	26%	5%	2%
Wyke Sixth Form College	100Mbit/s	37%	40%	53%	42%	65%	65%	71%	57%	56%	53%	3%	2%
York College	1Gbit/s							10%	10%	10%	12%	9%	9%
York St John University, Link 1	1Gbit/s		<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
York St John University, Link 2	1Gbit/s		35%	36%	35%	32%	39%	40%	31%	28%	8%	6%	7%