



Yorkshire & Humberside Service
Report

August 2017



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 All Services in Yorkshire & Humberside

Aug 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Aug 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	15	99.97%	145	>99.99%	4	99.98%	130
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 09m		0.96		5h 51m		0.48	
Based on 165 faults over the last 24 months				Based on 1058 faults over the last 24 months			

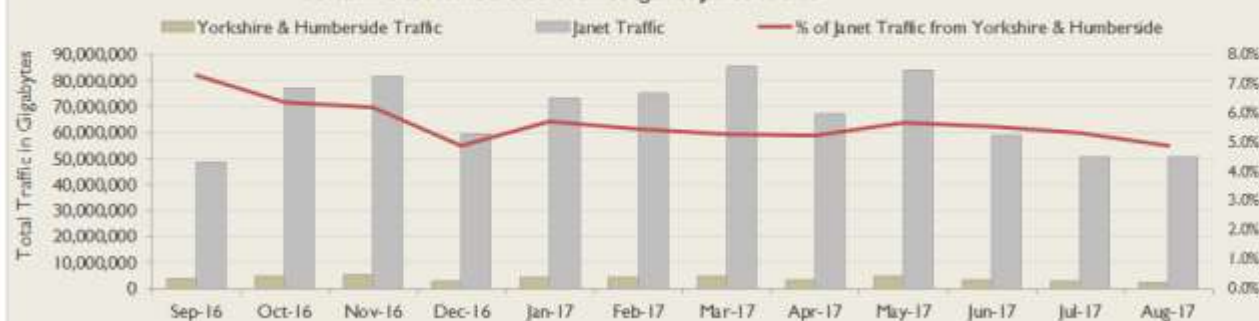
NE: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

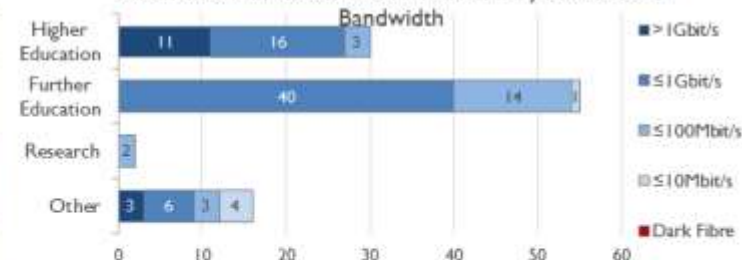
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



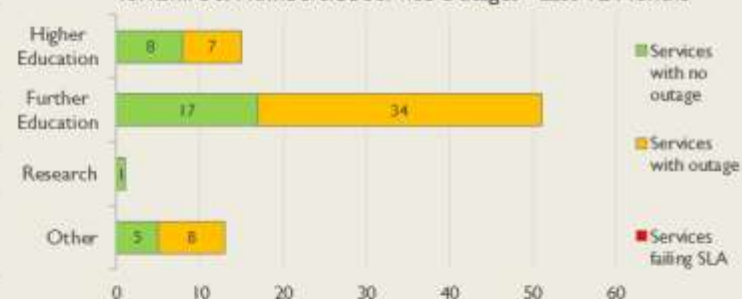
Yorkshire & Humberside Traffic Against Janet Traffic



Connections in Yorkshire & Humberside by Contractual Bandwidth



Yorkshire & Humberside Service Outages - Last 12 Months



% Utilisation of Available Contractual Bandwidth at 90th Percentile



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 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	12 Month Rolling Availability
Askham Bryan College, York Campus	100%	100%	100%	98.82%	100%	100%	100%	100%	100%	100%	100%	99.94%	99.90%
Barnsley College	100%	99.73%	99.91%	100%	100%	100%	100%	100%	99.62%	100%	100%	99.94%	99.93%
Barnsley Metropolitan Borough Council, Personal & Community Development	100%	100%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	99.99%
Bishop Burton College, Bishop Burton	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Bradford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Calderdale College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Calderdale Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chesterfield College, Automotive Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chesterfield College, Infirmary Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of York Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Craven College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Cybula Ltd						99.56%	100%	90.98%	100%	100%	97.41%	99.78%	<12 Months
Doncaster College, High Melton	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Doncaster College, The Hub	100%	100%	98.96%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	99.91%
Doncaster Deaf Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Doncaster Metropolitan Borough Council	100%	100%	99.91%	100%	100%	100%	100%	100%	99.06%	100%	100%	99.94%	99.91%
East Riding College, Beverley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
East Riding of Yorkshire Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Franklin College	100%	100%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	99.99%
Greenhead College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Grimsby Institute of Further and Higher Education, Grimsby Campus	100%	100%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	99.99%

Service	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	12 Month Rolling Availability
Grimsby Institute of Further and Higher Education, Scarborough Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Henshaws Society for Blind People	100%	100%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	>99.99%
Huddersfield New College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Hull College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hull College, Harrogate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
John Leggott College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Kingston Upon Hull City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Kirklees College, Dewsbury Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Kirklees College, Huddersfield Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Landmarks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Leeds Beckett University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Leeds City College, Keighley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds City College, Park Lane Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds City College, Printworks Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Leeds City College, Technology Campus	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	99.97%
Leeds College of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds College of Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds College of Music	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	99.97%
Leeds Trinity University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Longley Park Sixth Form College	100%	100%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	99.99%
New College Pontefract	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Northern College for Residential Adult Education	100%	100%	98.96%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	99.91%
Northern Grid for Learning	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northern School of Contemporary Dance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Lindsey College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Notre Dame Catholic Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Pennine Camphill Community Limited	100%	100%	99.04%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	99.92%
RNN Group, Dearne Valley College	100%	100%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	99.99%
RNN Group, Rotherham College, Dinnington Campus								100%	100%	100%	100%	100%	<12 Months

Service	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	12 Month Rolling Availability
RNN Group, Rotherham College Town Centre Campus [1]	100%	100%	98.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
RNN Group, Town Centre Campus [2]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ruskin Mill Trust Limited, Freeman College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Ruskin Mill Trust Limited, Freeman College	100%	100%	100%	100%	100%	100%	100%	100%	97.36%	100%	100%	100%	99.78%
Scarborough Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Selby College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Sheffield City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sheffield Hallam University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
ShIPLEY College, Exhibition Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
ShIPLEY College, Salt Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Stem Learning Limited, National Science Learning Centre *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Peter's School York	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The British Library, Boston Spa	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The National College for High Speed Rail, Doncaster												100%	<12 Months
The Open University, Leeds	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	99.97%
The Science Museum, National Media Museum Bradford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
The Science Museum, National Railway Museum, York	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
The Sheffield College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Thomas Rotherham College	100%	100%	98.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
University for the Creative Arts, The Open College of the Arts *										100%	100%	100%	<12 Months
University of Bradford *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Huddersfield *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Hull, Hull Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
University of Hull, Hull to Scarborough										100%	100%	100%	<12 Months
University of Hull, Scarborough Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
University of Leeds *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
University of Sheffield *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Sheffield, Sheffield Teaching Hospital											100%	99.94%	<12 Months
University of York *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	12 Month Rolling Availability
Wakefield College, Wakefield City Campus	100%	100%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	99.94%	>99.99%
Wilberforce College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Yorkshire and Humber	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
Wyke Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
YHGfL Foundation *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
York College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%
York St John University *	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
Askham Bryan College, York Campus	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Askham Bryan College, York Campus	31/08/2017 17:49	31/08/2017 20:32	00:00	02:43	Customer Environment	Customer power fault
Bishop Burton College, Bishop Burton	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Barnsley Metropolitan Borough Council, Personal & Community Development	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
University of Bradford, Link 2	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Bradford College	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Calderdale College	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Craven College	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
RNN Group, Dearne Valley College	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Doncaster Deaf Trust	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Doncaster College, The Hub	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
East Riding College, Beverley Campus	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
East Riding of Yorkshire Council, Personal & Community Development	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Franklin College	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Grimsby Institute of Further and Higher Education, Grimsby Campus	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
University of Huddersfield, Link 1	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Huddersfield New College	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
University of Hull, Hull Campus, Link 1	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
University of Hull, Hull Campus, Link 2	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Kingston Upon Hull City Council, Personal & Community Development	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Hull College, Queen's Gardens	03/08/2017 10:28	03/08/2017 10:57	00:00	00:29	Unknown reason for outage	Unknown
John Leggott College	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Kirklees College, Dewsbury Centre	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of Leeds, via Leeds (1)	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
University of Leeds, via Leeds (2)	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Leeds Beckett University, City Campus	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Leeds Beckett University, Headingley Campus	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Longley Park Sixth Form College	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Stem Learning Limited, National Science Learning Centre, Link 1	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
New College Pontefract	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
New College Pontefract	21/08/2017 06:38	21/08/2017 08:17	00:00	01:39	Customer Environment	Customer power fault
Northern College for Residential Adult Education	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Pennine Camphill Community Limited	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Ruskin Mill Trust Limited, Freeman College, via Sheffield	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Scarborough Sixth Form College	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Selby College	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Sheffield Hallam University, Collegiate Campus	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
University of Sheffield, Hounsfield Road	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
University of Sheffield, Brunswick Street	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
The Sheffield College, Hillsborough College	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Shipley College, Salt Building	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Leeds Trinity University	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Leeds Trinity University, via Leeds Metropolitan	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Leeds Trinity University, via Leeds Metropolitan	18/08/2017 12:34	21/08/2017 09:45	02:33	66:38	Telco Equipment	Faulty telco SFP at customer site
Wakefield College, Wakefield City Campus	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Workers' Educational Association, Yorkshire and Humber	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Wyke Sixth Form College	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
York College	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
York St John University, Fountains Learning Centre	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Barnsley College	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Landmarks	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
City of York Council, Personal & Community Development	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
YHGfL Foundation, via Leeds Beckett University	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
YHGfL Foundation, via Leeds	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Doncaster Metropolitan Borough Council	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
The Science Museum, National Media Museum Bradford	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
The Science Museum, National Railway Museum, York	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Leeds City College, Printworks Campus	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
University of Hull, Scarborough Campus	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Cybula Ltd	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
Cybula Ltd	09/08/2017 10:18	09/08/2017 10:32	00:00	00:14	Telco Scheduled Maintenance	Site maintenance
Cybula Ltd	09/08/2017 11:04	09/08/2017 11:33	00:00	00:29	Telco Scheduled Maintenance	Telco maintenance
Cybula Ltd	14/08/2017 08:43	14/08/2017 09:10	00:00	00:27	Telco Line Other	Faulty connector
Cybula Ltd	15/08/2017 19:12	15/08/2017 19:56	00:00	00:44	Telco Line Other	Faulty connector
Cybula Ltd	27/08/2017 01:01	27/08/2017 17:20	00:00	16:19	Unknown reason for outage	Telco investigated, cause could not be identified
RNN Group, Rotherham College, Dinnington Campus	25/08/2017 12:17	30/08/2017 12:30	00:00	120:13	Unknown reason for outage	Unknown
University for the Creative Arts, The Open College of the Arts, via Sheffield	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
University of Sheffield, Sheffield Teaching Hospital	07/08/2017 08:18	07/08/2017 08:45	00:00	00:27	Regional Network Equipment	Card failure at Equinix Manchester KH PoP
The National College for High Speed Rail, Doncaster	16/08/2017 16:40	24/08/2017 08:48	00:00	184:08	Customer Unscheduled Maintenance	Site maintenance for Expressroute
The National College for High Speed Rail, Doncaster	24/08/2017 12:10	24/08/2017 12:34	00:00	00:24	Customer Unscheduled Maintenance	Site maintenance to Expressroute

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	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17
Askham Bryan College, York Campus	1Gbit/s	10%	12%	12%	11%	13%	12%	13%	9%	13%	9%	4%	2%
Barnsley College	1Gbit/s	24%	32%	34%	20%	27%	23%	28%	19%	26%	20%	8%	12%
Barnsley Metropolitan Borough Council, Personal & Community Development	500Mbit/s	14%	13%	13%	12%	15%	12%	10%	5%	4%	3%	3%	3%
Bishop Burton College, Bishop Burton	1Gbit/s	15%	19%	21%	17%	19%	21%	22%	17%	20%	16%	4%	6%
Bradford College	1Gbit/s	21%	28%	34%	23%	33%	33%	35%	19%	30%	20%	9%	7%
Calderdale College	1Gbit/s	8%	9%	11%	8%	11%	10%	10%	4%	7%	5%	2%	1%
Calderdale Metropolitan Borough Council, Personal & Community Development	4Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	9%	1%	9%	10%	1%	1%
Chesterfield College, Automotive Campus	100Mbit/s	1%	1%	2%	1%	2%	2%	2%	2%	1%	1%	1%	1%
Chesterfield College, Infirmary Road	1Gbit/s	12%	16%	20%	16%	21%	22%	23%	13%	21%	16%	3%	3%
City of York Council, Personal & Community Development	500Mbit/s	56%	51%	56%	45%	64%	75%	91%	70%	95%	86%	72%	37%
Craven College	1Gbit/s	49%	45%	67%	5%	7%	7%	8%	4%	7%	5%	1%	1%
Cybula Ltd	1Gbit/s						<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Doncaster College, High Melton	100Mbit/s	18%	23%	18%	22%	32%	39%	39%	31%	34%	17%	11%	7%
Doncaster College, The Hub	1Gbit/s	57%	84%	120%	8%	14%	13%	16%	9%	13%	8%	4%	2%
Doncaster Deaf Trust	100Mbit/s	22%	34%	57%	24%	19%	18%	20%	10%	18%	19%	13%	6%
Doncaster Metropolitan Borough Council	1Gbit/s	11%	10%	12%	9%	12%	11%	13%	7%	13%	13%	13%	4%
East Riding College, Beverley Campus	1Gbit/s	4%	5%	6%	4%	7%	6%	7%	4%	6%	6%	2%	1%
East Riding of Yorkshire Council, Personal & Community Development	4Mbit/s	139%	140%	133%	120%	149%	156%	186%	163%	160%	212%	191%	177%
Franklin College	1Gbit/s	39%	31%	4%	2%	4%	4%	5%	2%	5%	3%	1%	<0.5%
Greenhead College	1Gbit/s	25%	26%	3%	2%	3%	4%	7%	3%	32%	41%	45%	34%
Grimsby Institute of Further and Higher Education, Grimsby Campus	1Gbit/s	61%	59%	72%	48%	74%	71%	74%	32%	59%	35%	10%	7%
Grimsby Institute of Further and Higher Education, Scarborough Campus	100Mbit/s	40%	39%	49%	32%	47%	47%	53%	22%	46%	41%	11%	5%
Henshaws Society for Blind People	100Mbit/s	10%	10%	10%	8%	12%	10%	12%	10%	11%	16%	95%	21%

Connection	Current Bandwidth	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17
Huddersfield New College	1Gbit/s	8%	8%	11%	8%	13%	13%	18%	6%	17%	7%	2%	1%
Hull College, Harrogate Campus	1Gbit/s	2%	2%	3%	2%	3%	3%	3%	1%	3%	2%	1%	<0.5%
Hull College, Queen's Gardens	1Gbit/s	10%	14%	16%	11%	16%	15%	18%	9%	16%	11%	4%	3%
John Leggott College	100Mbit/s	91%	75%	84%	58%	85%	77%	70%	14%	58%	54%	8%	4%
Kingston Upon Hull City Council, Personal & Community Development	4Mbit/s	1513%	1633%	1780%	1388%	1498%	1588%	1638%	1635%	1880%	1748%	1710%	1528%
Kirklees College, Dewsbury Centre	1Gbit/s	13%	17%	19%	13%	19%	17%	19%	10%	19%	12%	2%	1%
Kirklees College, Huddersfield Centre	1Gbit/s	9%	10%	10%	7%	9%	9%	12%	7%	13%	10%	2%	2%
Landmarks	100Mbit/s	1%	1%	2%	1%	3%	2%	5%	1%	4%	5%	3%	3%
Leeds Beckett University, City Campus	1Gbit/s	17%	37%	47%	34%	30%	48%	53%	44%	42%	19%	19%	17%
Leeds Beckett University, Headingley Campus	1Gbit/s	10%	13%	15%	12%	12%	14%	15%	13%	15%	12%	10%	9%
Leeds City College, Keighley Campus	100Mbit/s	28%	36%	48%	27%	47%	45%	52%	20%	45%	32%	8%	6%
Leeds City College, Park Lane Campus	1Gbit/s	12%	17%	18%	13%	18%	18%	20%	8%	17%	11%	3%	3%
Leeds City College, Printworks Campus	1Gbit/s	33%	54%	9%	6%	9%	9%	10%	4%	9%	6%	5%	1%
Leeds City College, Technology Campus	1Gbit/s	10%	13%	15%	10%	15%	14%	17%	5%	15%	8%	2%	2%
Leeds College of Art	1Gbit/s	4%	13%	14%	7%	13%	14%	18%	8%	12%	3%	2%	2%
Leeds College of Building, Black Bull Street	1Gbit/s	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	<0.5%
Leeds College of Building, North Street	500Mbit/s	34%	48%	38%	26%	39%	39%	47%	22%	6%	6%	4%	2%
Leeds College of Music	500Mbit/s	6%	10%	12%	9%	9%	11%	12%	6%	11%	4%	3%	3%
Leeds Trinity University	1Gbit/s	6%	9%	8%	6%	8%	8%	9%	6%	6%	5%	4%	4%
Leeds Trinity University, via Leeds Metropolitan	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%
Longley Park Sixth Form College	500Mbit/s	175%	16%	4%	19%	19%	20%	18%	19%	17%	18%	18%	20%
New College Pontefract	1Gbit/s	14%	18%	22%	14%	22%	20%	22%	4%	19%	13%	1%	1%
Northern College for Residential Adult Education	100Mbit/s	176%	164%	17%	13%	14%	13%	16%	11%	13%	9%	8%	4%
Northern Grid for Learning, via Leeds	10Gbit/s	17%	18%	20%	15%	17%	14%	18%	9%	13%	12%	8%	<0.5%
Northern School of Contemporary Dance	100Mbit/s	7%	8%	10%	5%	10%	9%	11%	6%	9%	10%	8%	4%
North Lindsey College	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	1%	<0.5%	<0.5%	<0.5%
North Lindsey College, via Telehouse West	1Gbit/s	9%	13%	15%	23%	16%	16%	18%	8%	17%	14%	4%	3%
Notre Dame Catholic Sixth Form College	1Gbit/s	49%	5%	9%	4%	8%	9%	12%	2%	12%	9%	1%	1%
Pennine Camphill Community Limited	100Mbit/s	14%	13%	17%	17%	17%	18%	19%	17%	18%	21%	18%	13%
RNN Group, Dearne Valley College	1Gbit/s	16%	26%	3%	1%	2%	2%	2%	1%	2%	2%	1%	<0.5%

Connection	Current Bandwidth	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17
RNN Group, Rotherham College, Dinnington Campus	1Gbit/s								<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
RNN Group, Rotherham College Town Centre Campus [1]	1Gbit/s	12%	11%	15%	1%	1%	1%	64%	3%	6%	5%	1%	1%
RNN Group, Town Centre Campus [2]	1Gbit/s	7%	9%	12%	7%	13%	13%	7%	4%	7%	5%	1%	1%
Ruskin Mill Trust Limited, Freeman College, via Sheffield	100Mbit/s	5%	6%	6%	4%	5%	3%	5%	4%	4%	5%	4%	3%
Ruskin Mill Trust Limited, Freeman College, via Telehouse West	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%
Scarborough Sixth Form College	100Mbit/s	32%	36%	49%	54%	56%	44%	44%	22%	39%	22%	9%	3%
Selby College	1Gbit/s	57%	62%	4%	6%	8%	8%	8%	5%	8%	6%	1%	1%
Sheffield City Council, Personal & Community Development	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%
Sheffield Hallam University, City Campus	10Gbit/s	41%	87%	95%	71%	73%	93%	10%	8%	6%	5%	5%	4%
Sheffield Hallam University, Collegiate Campus	10Gbit/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, Exhibition Road	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%
ShIPLEY College, Salt Building	1Gbit/s	51%	66%	76%	36%	65%	45%	53%	3%	6%	6%	2%	1%
Stem Learning Limited, National Science Learning Centre, Link 1	100Mbit/s	8%	8%	10%	14%	7%	8%	8%	60%	10%	8%	8%	8%
Stem Learning Limited, National Science Learning Centre, Link 2	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%
St Peter's School York	100Mbit/s	323%	314%	486%	68%	79%	84%	96%	49%	91%	90%	48%	15%
The British Library, Boston Spa	1Gbit/s	145%	146%	171%	191%	77%	97%	13%	11%	12%	35%	30%	26%
The National College for High Speed Rail, Doncaster	1Gbit/s												<0.5%
The Open University, Leeds	100Mbit/s	6%	7%	8%	7%	8%	9%	11%	6%	1%	<0.5%	<0.5%	<0.5%
The Science Museum, National Media Museum Bradford	100Mbit/s	5%	6%	7%	6%	1%	10%	10%	10%	4%	3%	3%	3%
The Science Museum, National Railway Museum, York	100Mbit/s	3%	4%	3%	3%	5%	10%	10%	10%	4%	5%	6%	6%
The Sheffield College, Hillsborough College	1Gbit/s	116%	16%	<0.5%	<0.5%	<0.5%	<0.5%	1%	4%	7%	4%	1%	1%
The Sheffield College, Sheffield City College	1Gbit/s	119%	182%	32%	24%	35%	36%	33%	15%	26%	19%	6%	4%
Thomas Rotherham College	1Gbit/s	34%	38%	59%	40%	8%	8%	8%	3%	7%	7%	5%	4%
University for the Creative Arts, The Open College of the Arts, via Huddersfield	1Gbit/s										<0.5%	<0.5%	<0.5%
University for the Creative Arts, The Open College of the Arts, via Sheffield	1Gbit/s										<0.5%	<0.5%	<0.5%
University of Bradford, Link 1	1Gbit/s	8%	18%	21%	15%	14%	20%	23%	19%	16%	7%	8%	8%

Connection	Current Bandwidth	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17
University of Bradford, Link 2	1Gbit/s	19%	25%	30%	25%	26%	26%	29%	27%	25%	22%	18%	18%
University of Edinburgh, Advanced Computing Facility, via Leeds	20Gbit/s	25%	9%	10%	10%	11%	11%	10%	12%	11%	13%	19%	18%
University of Huddersfield, Link 1	10Gbit/s	3%	7%	7%	6%	6%	7%	8%	5%	5%	3%	3%	2%
University of Huddersfield, Link 2	10Gbit/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	1Gbit/s	22%	37%	37%	29%	25%	39%	42%	29%	35%	20%	22%	37%
University of Hull, Hull Campus, Link 2	1Gbit/s	<0.5%	<0.5%	4%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
University of Hull, Hull to Scarborough	1Gbit/s										1%	1%	<0.5%
University of Hull, Scarborough Campus	1Gbit/s	1%	2%	2%	1%	1%	1%	7%	8%	2%	1%	1%	<0.5%
University of Leeds, via Leeds (1)	10Gbit/s	38%	49%	52%	47%	52%	56%	58%	51%	59%	32%	23%	24%
University of Leeds, via Leeds (2)	5Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	102%	<0.5%	<0.5%	<0.5%
University of Sheffield, Brunswick Street	2Gbit/s	18%	33%	16%	<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	74%	100%	102%	17%	31%	9%	10%	22%	4%	11%	25%	28%
University of Sheffield, Sheffield Teaching Hospital	100Mbit/s											5%	1%
University of York, Link 1	10Gbit/s	47%	85%	37%	18%	38%	40%	39%	39%	43%	31%	13%	12%
University of York, Link 2	10Gbit/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, Wakefield City Campus	1Gbit/s	62%	8%	20%	15%	21%	19%	22%	13%	12%	9%	3%	3%
Wilberforce College	1Gbit/s	3%	3%	4%	3%	4%	4%	5%	2%	4%	3%	1%	<0.5%
Workers' Educational Association, Yorkshire and Humber	10Mbit/s	11%	11%	28%	8%	12%	11%	11%	10%	16%	17%	23%	40%
Wyke Sixth Form College	1Gbit/s	13%	12%	16%	7%	19%	18%	19%	8%	15%	10%	1%	<0.5%
YHGfL Foundation, via Leeds	3Gbit/s	52%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
YHGfL Foundation, via Leeds Beckett University	10Gbit/s	<0.5%	16%	17%	15%	16%	14%	15%	8%	12%	11%	10%	2%
York College	1Gbit/s	20%	28%	34%	26%	33%	35%	42%	27%	37%	24%	3%	3%
York St John University, Fountains Learning Centre	1Gbit/s	13%	19%	19%	10%	13%	21%	22%	15%	16%	7%	9%	7%
York St John University, Holgate 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%