



Yorkshire Humberside  
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

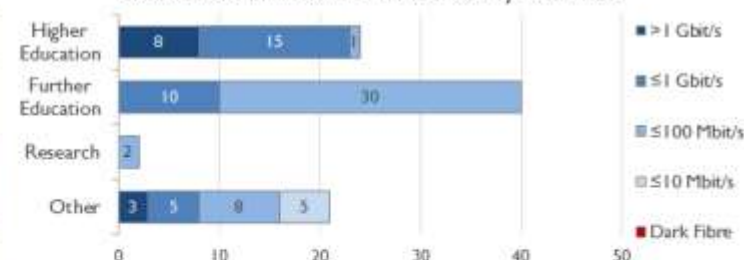


## Average Availability of All Services in Yorkshire Humberside

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
99.89%	49	99.90%	516	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 20m		1.45		6h 02m		0.62	
Based on 217 faults over the last 24 months				Based on 1232 faults over the last 24 months			

## Average Availability of All Services in Janet

## Connections in Yorkshire Humberside by Bandwidth



## Yorkshire Humberside Service Outages - Last 12 Months



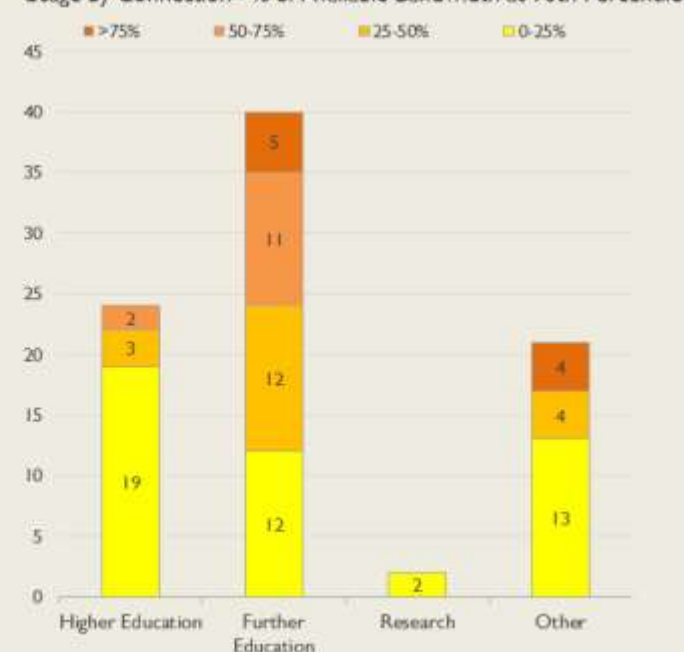
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

## Connection Usage

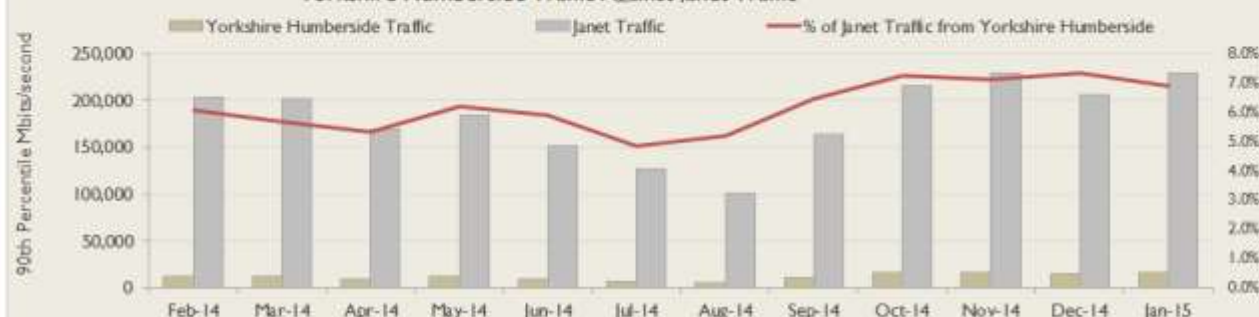
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



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



## Yorkshire Humberside Traffic Against Janet 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	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
Askham Bryan College, York Campus	100%	100%	100%	100%	100%	100%	100%	95.43%	95.99%	100%	100%	100%	99.28%
Barnsley College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	>99.99%	100%	99.96%
Barnsley Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	>99.99%	100%	99.96%
Bishop Burton College, Bishop Burton	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Board of Trustees of the Science Museum Group, National Media Museum Bradford	97.92%	100%	100%	100%	100%	100%	100%	100%	99.69%	100%	100%	100%	99.80%
Board of Trustees of the Science Museum Group, National Railway Museum, York	100%	100%	100%	100%	100%	100%	100%	95.43%	99.50%	100%	100%	100%	99.58%
Bradford College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Calderdale College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Calderdale Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	99.83%	99.94%
City of Bradford Metropolitan District Council, Personal & Community Development	100%	98.65%	100%	100%	100%	100%	100%	100%	99.19%	100%	100%	100%	99.82%
City of York Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	99.05%	100%	100%	100%	99.92%
Coventry University, Barnsley Datacentre					100%	100%	100%	100%	99.50%	100%	100%	100%	<12 Months
Craven College	>99.99%	100%	>99.99%	>99.99%	100%	100%	100%	100%	99.50%	100%	100%	99.82%	99.94%
Dearne Valley College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	>99.99%	100%	99.96%
Doncaster College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	>99.99%	100%	99.96%
Doncaster Deaf Trust	100%	100%	98.48%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.83%

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
Doncaster Metropolitan Borough Council	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	>99.99%	100%	99.96%
East Riding College, Beverley Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
East Riding of Yorkshire Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Franklin Sixth Form College	100%	100%	100%	100%	100%	99.51%	100%	100%	99.50%	100%	>99.99%	100%	99.92%
Greenhead College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	99.83%	99.94%
Grimsby Institute of Further and Higher Education, Grimsby Campus	100%	99.24%	100%	100%	100%	100%	100%	100%	99.50%	100%	>99.99%	100%	99.89%
Grimsby Institute of Further and Higher Education, Scarborough Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	99.82%	99.94%
Henshaws College	100%	100%	100%	100%	100%	100%	>99.99%	100%	99.50%	100%	100%	100%	99.96%
Huddersfield New College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	99.83%	99.94%
Hull College, Harrogate Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Hull College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
John Leggott College	100%	100%	100%	100%	100%	99.61%	100%	100%	99.50%	100%	100%	100%	99.93%
Kingston Upon Hull City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Kirklees College, Huddersfield Centre	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	99.83%	99.94%
Kirklees College, Dewsbury Centre	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Leeds Beckett University*	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Leeds City College, Technology Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Leeds City College, Park Lane Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Leeds City College, Printworks Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Leeds City College, Keighley Campus			100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	<12 Months
Leeds College of Art	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Leeds College of Building	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Leeds College of Music	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%

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
Leeds Trinity University College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	97.54%	99.75%
Longley Park Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	>99.99%	100%	99.96%
MyScience.co Limited, National Science Learning Centre*	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
NEW College, Pontefract	100%	100%	100%	100%	100%	100%	100%	100%	96.18%	100%	100%	100%	99.68%
North Lindsey College	100%	100%	100%	100%	100%	99.61%	100%	100%	99.50%	100%	100%	100%	99.93%
Northern College for Residential Adult Education	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	>99.99%	100%	99.96%
Northern Grid for Learning	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Northern School of Contemporary Dance	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Notre Dame Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Pennine Camphill Community Ltd	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	95.89%	99.62%
Rotherham College of Arts and Technology	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	>99.99%	100%	99.96%
Ruskin Mill Educational Trust Limited, Freeman College	100%	100%	100%	100%	100%	99.61%	100%	100%	99.50%	100%	100%	100%	99.93%
Scarborough Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	99.82%	99.94%
Selby College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	99.82%	99.94%
Sheffield City Council, Personal & Community Development	100%	100%	100%	100%	100%	99.61%	100%	100%	99.50%	100%	100%	100%	99.93%
Sheffield Hallam University*	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Shipley College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
St Peter's School York	100%	100%	100%	100%	100%	100%	100%	95.43%	99.50%	100%	100%	100%	99.58%
The British Library, Boston Spa	100%	100%	100%	100%	100%	100%	100%	100%	97.07%	100%	100%	100%	99.76%
The Sheffield College*	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	>99.99%	100%	99.96%
Thomas Rotherham College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	>99.99%	100%	99.96%
University of Bradford, Link 2*	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
University of Huddersfield*	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
University of Hull, Hull Campus*	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%

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
University of Hull, Scarborough Campus									99.50%	100%	100%	99.82%	<12 Months
University of Leeds*	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
University of Sheffield*	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	>99.99%	100%	99.96%
University of York*	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Wakefield College, Castleford Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Wakefield College	100%	100%	100%	100%	100%	100%	100%	100%	95.78%	100%	100%	100%	99.65%
Wilberforce Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Workers' Educational Association, Yorkshire and Humber	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Wyke Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
York College	100%	100%	100%	100%	100%	100%	100%	95.43%	99.50%	100%	100%	100%	99.58%
York St John University*	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%
Yorkshire & Humberside Grid for Learning Foundation*	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	100%	100%	100%	99.96%

**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
Sheffield City Council, Personal & Community Development	01/01/2015 14:42	01/01/2015 15:23	00:00	00:41	Customer Environment	Power failure at Sheffield City Council
The Sheffield College, Hillsborough College	02/01/2015 10:45	02/01/2015 12:58	00:00	02:13	Customer Maintenance	Customer unscheduled maintenance
University of Leeds, Link 1	06/01/2015 09:24	06/01/2015 13:03	00:00	03:39	Customer Maintenance	Customer unscheduled maintenance
Craven College	06/01/2015 19:41	06/01/2015 21:02	00:00	01:21	Telco Equipment	Power and equipment faults in York
Grimsby Institute of Further and Higher Education, Scarborough Campus	06/01/2015 19:41	06/01/2015 21:02	00:00	01:21	Telco Equipment	Power and equipment faults in York
Scarborough Sixth Form College	06/01/2015 19:41	06/01/2015 21:02	00:00	01:21	Telco Equipment	Power and equipment faults in York
Selby College	06/01/2015 19:41	06/01/2015 21:02	00:00	01:21	Telco Equipment	Power and equipment faults in York
University of Hull, Scarborough Campus	06/01/2015 19:41	06/01/2015 21:02	00:00	01:21	Telco Equipment	Power and equipment faults in York
Pennine Camphill Community Ltd	08/01/2015 09:30	09/01/2015 17:30	02:44	05:16	Telco Other	Circuit ceased in error by Telco
Leeds Trinity University College	11/01/2015 14:37	12/01/2015 08:56	00:00	18:19	Regional Configuration	Maintenance caused configuration problems on Janet a-end router
Calderdale Metropolitan Borough Council, Personal & Community Development	12/01/2015 13:24	12/01/2015 14:42	00:00	01:18	Regional Other	DDOS directed towards Huddersfield PoP resulting in multiple outages.
Greenhead College	12/01/2015 13:24	12/01/2015 14:42	00:00	01:18	Regional Other	DDOS directed towards Huddersfield PoP resulting in multiple outages.
Huddersfield New College	12/01/2015 13:24	12/01/2015 14:42	00:00	01:18	Regional Other	DDOS directed towards Huddersfield PoP resulting in multiple outages.
Kirklees College, Huddersfield Centre	12/01/2015 13:24	12/01/2015 14:42	00:00	01:18	Regional Other	DDOS directed towards Huddersfield PoP resulting in multiple outages.



Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Pennine Camphill Community Ltd	12/01/2015 13:24	12/01/2015 14:42	00:00	01:18	Regional Other	DDOS directed towards Huddersfield PoP resulting in multiple outages.
University of Huddersfield, Link 2	12/01/2015 13:24	12/01/2015 14:42	00:00	01:18	Regional Other	DDOS directed towards Huddersfield PoP resulting in multiple outages.
Northern College for Residential Adult Education	15/01/2015 03:41	15/01/2015 03:56	00:00	00:15	Unknown	Unknown
Workers' Educational Association, Yorkshire and Humber	23/01/2015 02:36	23/01/2015 03:04	00:00	00:28	Customer Environment	Localised power outage
Wilberforce Sixth Form College	23/01/2015 15:34	23/01/2015 16:08	00:00	00:34	Denial of Service	DDOS attack
Ruskin Mill Educational Trust Limited, Freeman College	26/01/2015 08:48	26/01/2015 10:19	00:00	01:31	Customer Environment	Power cut at site
NEW College, Pontefract	28/01/2015 10:45	28/01/2015 12:16	00:00	01:31	Customer Environment	Power Issues
Leeds Beckett University, City Campus	29/01/2015 07:25	29/01/2015 07:42	00:00	00:17	Customer Maintenance	Customer unscheduled maintenance
City of York Council, Personal & Community Development	28/01/2015 22:21	29/01/2015 08:30	00:00	10:09	Customer Maintenance	Site work knocked the connection