

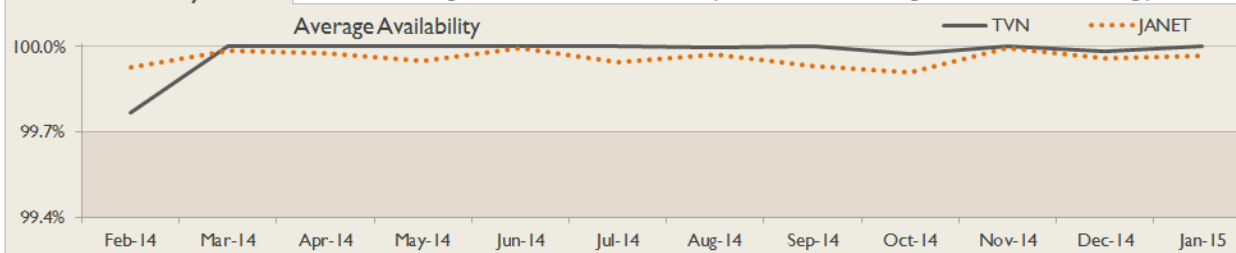
janet

TVN Service Report

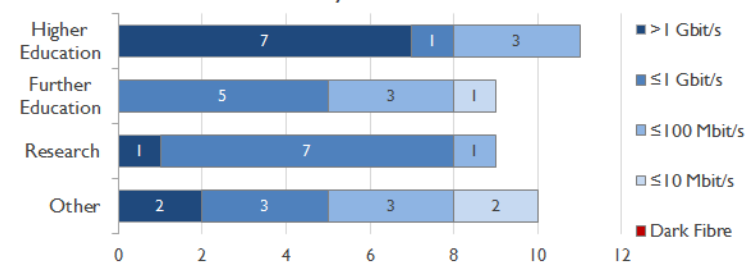
January 2015

Service Reliability

The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period

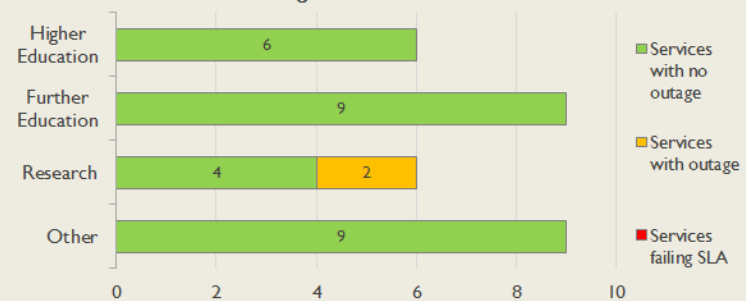


Connections in TVN by Bandwidth



Average Availability of All Services in TVN				Average Availability of All Services in Janet			
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
100%	0	99.98%	126	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	
4h 11m		0.24		6h 02m		0.62	
Based on 15 faults over the last 24 months				Based on 1232 faults over the last 24 months			

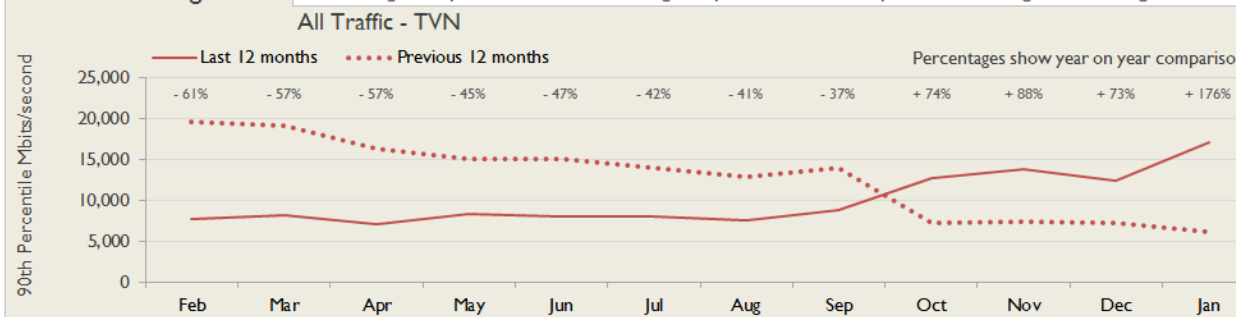
TVN Service Outages - Last 12 Months



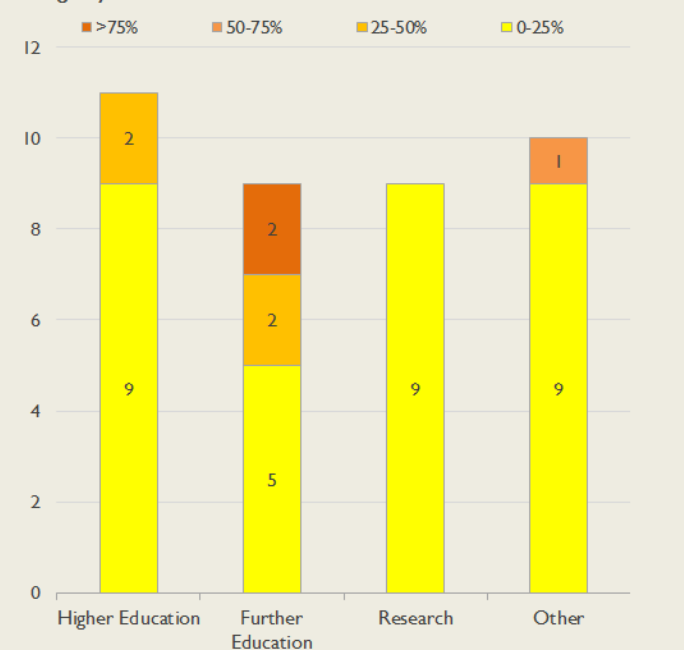
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

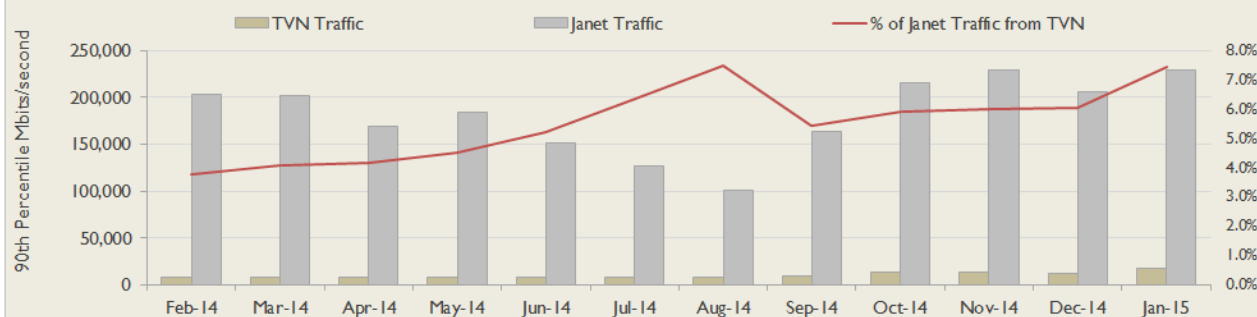
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



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



TVN 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
Abingdon and Witney College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Activate Learning, Oxford Campus	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	100%	>99.99%
Activate Learning, Reading College Campus	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Aylesbury College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Buckinghamshire County Council*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Buckinghamshire New University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Defence Academy of the United Kingdom	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
European Centre for Medium-Range Weather Forecasts*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Collections and Janet Limited, North Leigh	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	100%	>99.99%
Medical Research Council, MRC Harwell	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	100%	99.95%
Medical Research Council, David Phillips Building	100%	100%	100%	100%	100%	100%	100%	100%	99.18%	100%	100%	100%	99.93%
Natural Environment Research Council, CEH, Wallingford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, Joint Research Council HQ*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College Swindon	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newbury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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
Oxford Brookes University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oxfordshire County Council*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reading Borough Council, Personal & Community Development	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Royal Borough of Windsor and Maidenhead, York Stream House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Borough of Windsor and Maidenhead, Tinkers Lane	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Ruskin College	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	100%	>99.99%
Science and Technology Facilities Council, Rutherford Appleton Laboratory*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Slough Borough Council, Personal & Community Development	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Swindon College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Henley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Reading, Henley Business School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Reading*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United Kingdom Atomic Energy Authority, Culham Science Centre*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Oxford, Institute for Reproductive Services	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	100%	>99.99%
University of Oxford, Bodleian Facility			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Oxford*	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	100%	>99.99%

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
Natural Environment Research Council, Joint Research Council HQ, Polaris House	28/01/2015 23:06	28/01/2015 23:34	00:00	00:28	Unknown	Unknown
Defence Academy of the United Kingdom	30/01/2015 03:14	30/01/2015 03:30	00:00	00:16	Telco Maintenance	Telco maintenance