

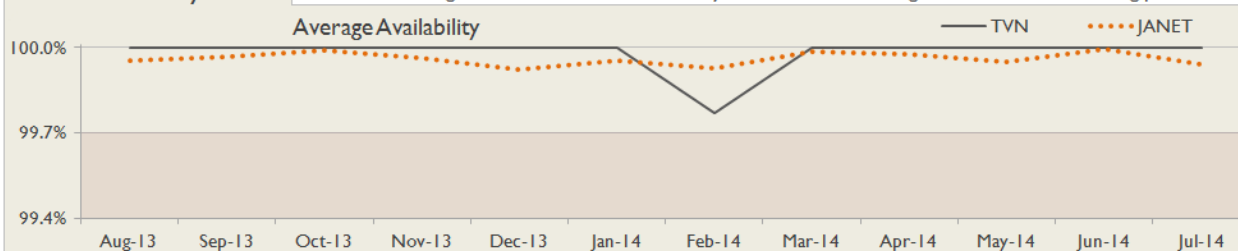
janet

TVN Service Report

July 2014

**Service Reliability**

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

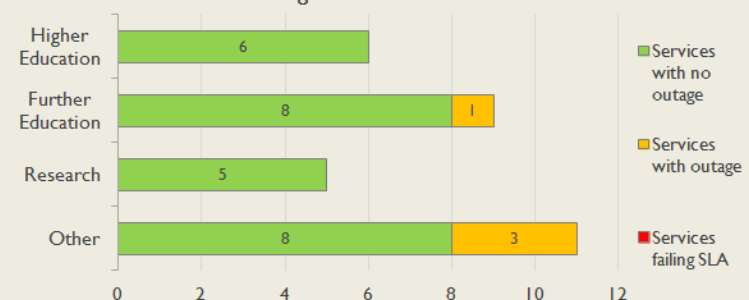


**Connections in TVN by Bandwidth**



Average Availability of All Services in TVN				Average Availability of All Services in Janet			
Jul 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jul 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.98%	104	99.94%	26	99.96%	210
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
7h 19m		0.14		5h 48m		0.75	
Based on 9 faults over the last 24 months				Based on 1459 faults over the last 24 months			

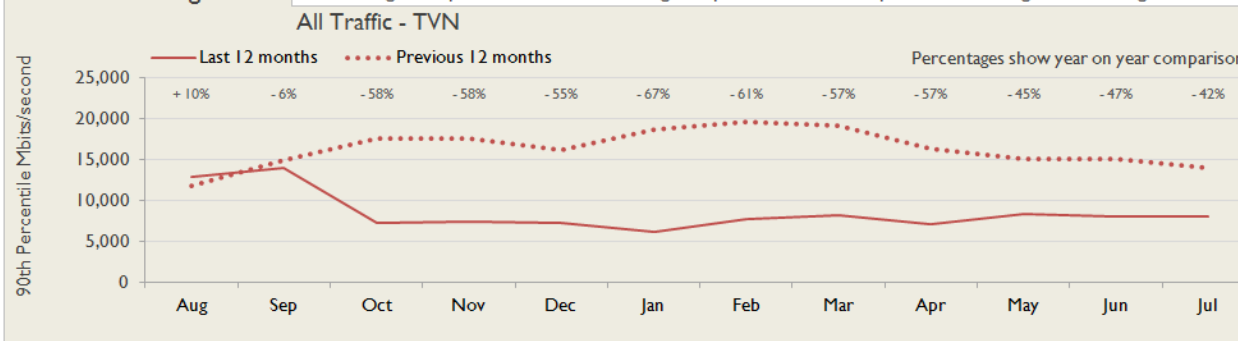
**TVN Service Outages - Last 12 Months**



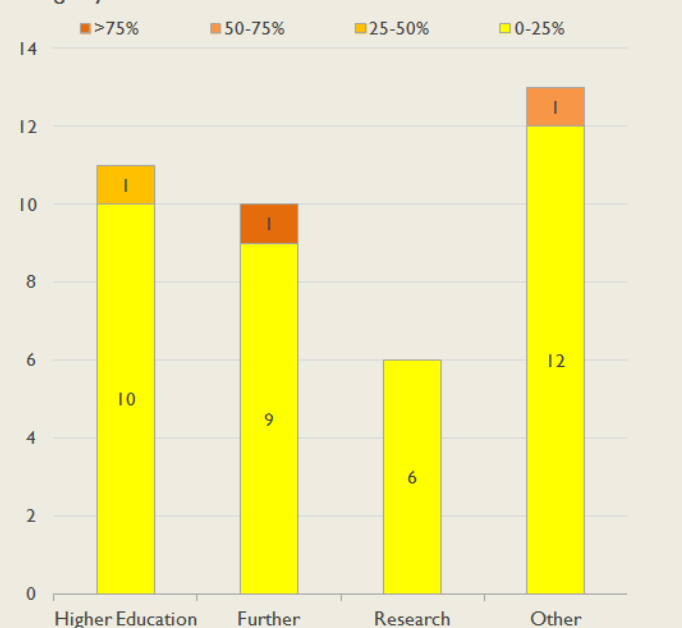
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

**Connection Usage**

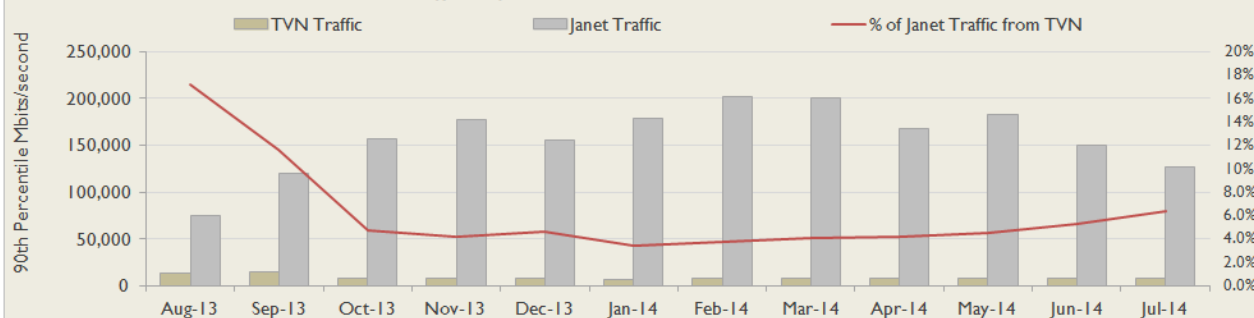
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



**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

Where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted against its availability figures

Monthly and annual availabilities falling below 99.7% are highlighted

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
Abingdon and Witney College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Activate Learning, Reading College Campus	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	100%	100%	>99.99%
Activate Learning, Oxford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, MRC Harwell	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, David Phillips Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
Newbury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	100%	100%	100%	100%	100%	100%	>99.99%	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	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	100%	100%	>99.99%
Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	100%	100%	100%	100%	100%	100%	>99.99%	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 Numerical Algorithms Group Ltd	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, Bodleian Facility									100%	100%	100%	100%	<12 Months
University of Oxford, Institute for Reproductive Services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	12 Month Rolling Availability
University of Oxford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Nottinghamshire College, Banbury				100%	100%	100%	92.37%	100%	100%	100%	100%	100%	<12 Months

**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
Royal Borough of Windsor and Maidenhead, Tinkers Lane	01/07/2014 07:01	01/07/2014 07:28	00:00	00:27	Regional Scheduled Maintenance	Scheduled router software upgrades within TVN
Activate Learning, Reading College Campus	01/07/2014 07:01	01/07/2014 07:28	00:00	00:27	Regional Scheduled Maintenance	Scheduled router software upgrades within TVN
European Centre for Medium-Range Weather Forecasts, via Neos	01/07/2014 07:01	01/07/2014 07:28	00:00	00:27	Regional Scheduled Maintenance	Scheduled router software upgrades within TVN
The University of Reading, Department of Meteorology	01/07/2014 07:01	01/07/2014 07:28	00:00	00:27	Regional Scheduled Maintenance	Scheduled router software upgrades within TVN
Slough Borough Council, Personal & Community Development	01/07/2014 07:01	01/07/2014 07:28	00:00	00:27	Regional Scheduled Maintenance	Scheduled router software upgrades within TVN
University of Surrey, Manor Park Campus	01/07/2014 07:01	01/07/2014 07:28	00:00	00:27	Regional Scheduled Maintenance	Scheduled router software upgrades within TVN
Reading Borough Council, Personal & Community Development	01/07/2014 07:01	01/07/2014 07:28	00:00	00:27	Regional Scheduled Maintenance	Scheduled router software upgrades within TVN
New College Swindon	01/07/2014 07:13	01/07/2014 07:35	00:00	00:22	Regional Scheduled Maintenance	Scheduled router software upgrades within TVN
Swindon College	01/07/2014 07:13	01/07/2014 07:35	00:00	00:22	Regional Scheduled	Scheduled router software upgrades within TVN

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Maintenance	
University of Oxford, Bodleian Facility	01/07/2014 07:13	01/07/2014 07:35	00:00	00:22	Regional Scheduled Maintenance	Scheduled router software upgrades within TVN
Oxford Brookes University, via Old Indian Institute	01/07/2014 07:37	01/07/2014 08:07	00:00	00:30	Regional Scheduled Maintenance	Scheduled router software upgrades within TVN
West Nottinghamshire College, Banbury	01/07/2014 07:37	01/07/2014 08:07	00:00	00:30	Regional Scheduled Maintenance	Scheduled router software upgrades within TVN
Swindon College	09/07/2014 08:00	09/07/2014 08:12	00:00	00:12	Customer Unscheduled Maintenance	Customer unscheduled maintenance