

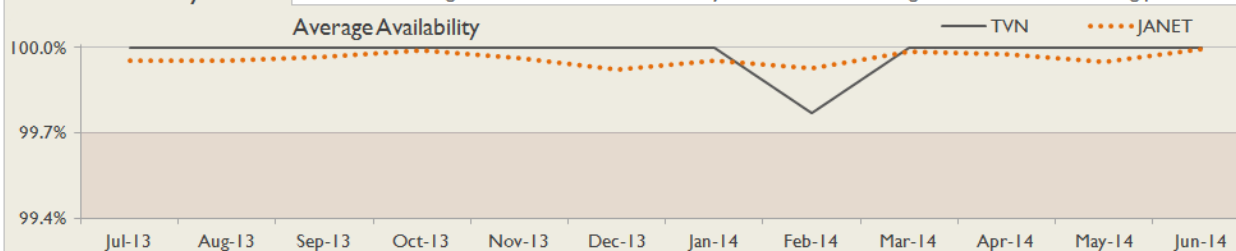


TVN Service Report

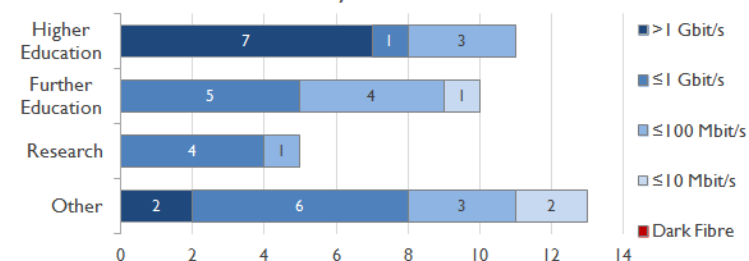
June 2014

Service Reliability

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

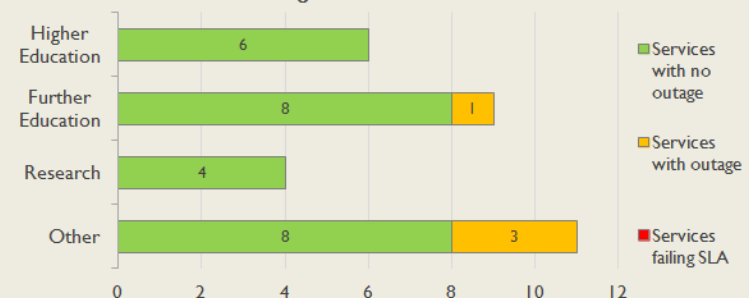


Connections in TVN by Bandwidth



Average Availability of All Services in TVN				Average Availability of All Services in Janet			
Jun 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jun 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.98%	105	>99.99%	3	99.96%	206
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 37m		0.16		6h 06m		0.73	
Based on 10 faults over the last 24 months				Based on 1427 faults over the last 24 months			

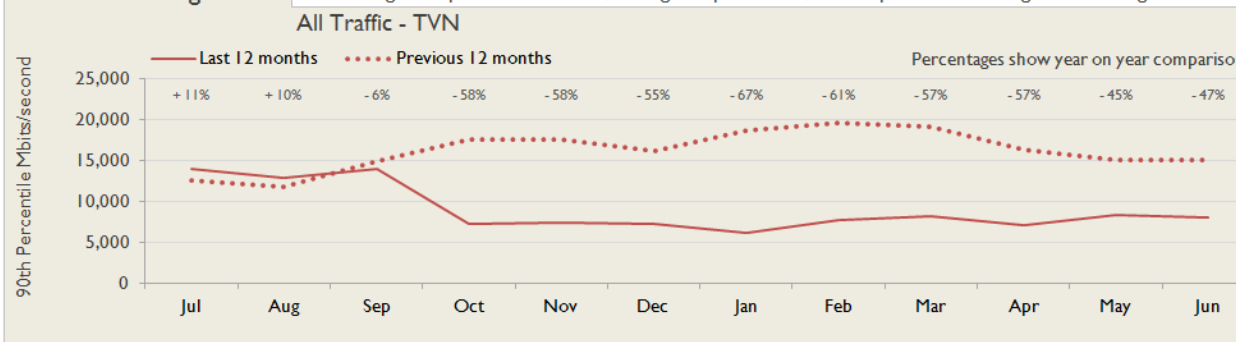
TVN Service Outages - Last 12 Months



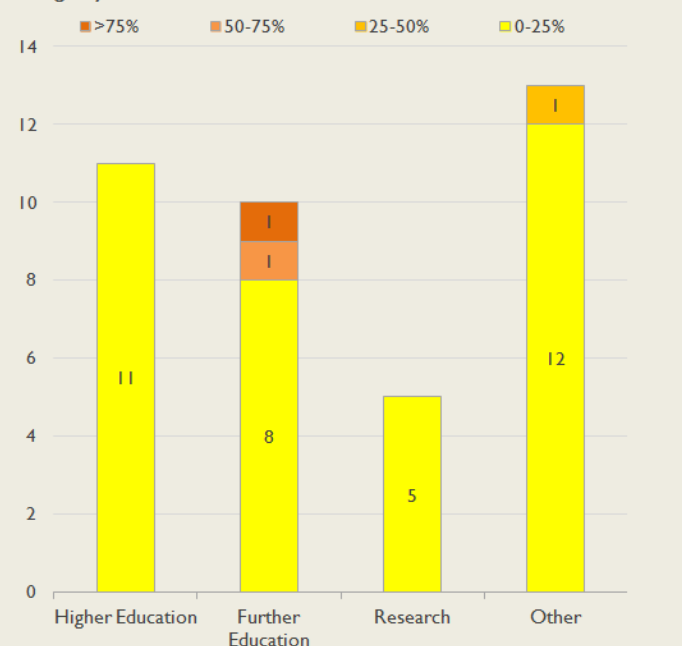
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

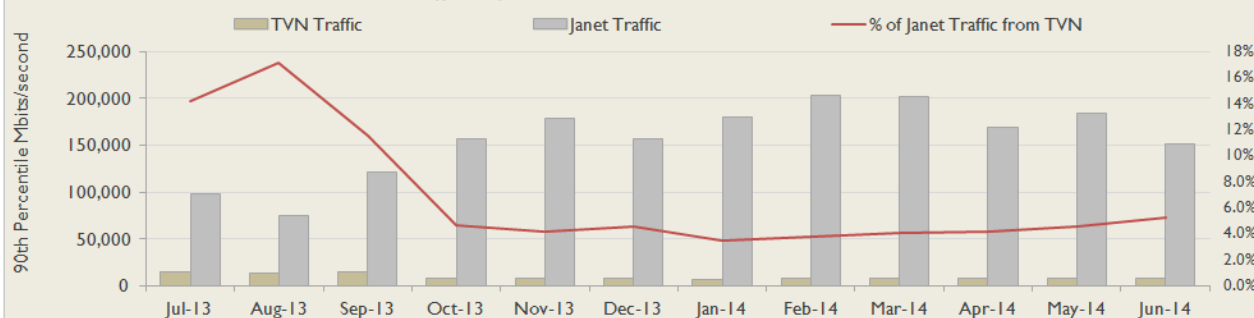
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



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	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 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%	100%	>99.99%	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, Polaris House	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%

Service	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	12 Month Rolling Availability
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%
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%	100%	>99.99%	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%	100%	>99.99%	100%	100%	100%	100%	>99.99%
Ruskin College	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%	100%	>99.99%	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, Reading	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Oxford, Nuffield Department of Obstetrics and Gynaecology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Oxford, Bodleian Facility										100%	100%	100%	<12 Months
University of Oxford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	12 Month Rolling Availability
West Nottinghamshire College, Banbury					100%	100%	100%	92.37%	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
Jisc Collections and Janet Limited, North Leigh	04/06/2014 11:38	04/06/2014 12:19	00:00	00:41	Customer Environment	Power issues at Jisc Procurement
Reading Borough Council, Personal & Community Development	11/06/2014 09:24	11/06/2014 09:34	00:00	00:10	Customer Environment	Power issues at Reading Borough Council, PCDL connection
Medical Research Council, MRC Harwell	24/06/2014 07:00	24/06/2014 07:20	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
Abingdon and Witney College	24/06/2014 07:00	24/06/2014 07:20	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
Defence Academy of the United Kingdom	24/06/2014 07:00	24/06/2014 07:20	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
Newbury College	24/06/2014 07:00	24/06/2014 07:20	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
Medical Research Council, David Phillips Building, Polaris House	24/06/2014 07:00	24/06/2014 07:20	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
Natural Environment Research Council, CEH Wallingford	24/06/2014 07:00	24/06/2014 07:20	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
Natural Environment Research Council, Joint Research Council HQ, Polaris House	24/06/2014 07:00	24/06/2014 07:20	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Buckinghamshire County Council, Personal & Community Development	24/06/2014 07:24	24/06/2014 07:44	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
Oxford Brookes University, via Banbury Road	24/06/2014 07:24	24/06/2014 07:44	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
University of Oxford, Link 2	24/06/2014 07:24	24/06/2014 07:44	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
University of Oxford, Link 1	24/06/2014 07:24	24/06/2014 07:44	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
The Numerical Algorithms Group Ltd	24/06/2014 07:24	24/06/2014 07:44	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
Aylesbury College, via Oxford	24/06/2014 07:24	24/06/2014 07:44	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
Natural Environment Research Council, Joint Research Council HQ, North Star House	24/06/2014 07:24	24/06/2014 07:44	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
Oxfordshire County Council, County Hall	24/06/2014 07:24	24/06/2014 07:44	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
University of Oxford, Nuffield Department of Obstetrics and Gynaecology	24/06/2014 07:24	24/06/2014 07:44	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
Jisc Collections and Janet Limited, North Leigh	24/06/2014 07:24	24/06/2014 07:44	00:00	00:20	Regional Scheduled	Scheduled maintenance within TVN

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Maintenance	
Ruskin College	24/06/2014 07:24	24/06/2014 07:44	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
Activate Learning, Oxford Campus	24/06/2014 07:24	24/06/2014 07:44	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
United Kingdom Atomic Energy Authority, Reading, via Reading	24/06/2014 07:33	24/06/2014 07:53	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
The University of Reading, Henley Business School	24/06/2014 07:33	24/06/2014 07:53	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
Royal Borough of Windsor and Maidenhead, York Stream House	24/06/2014 07:33	24/06/2014 07:53	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
Buckinghamshire New University, via Reading	24/06/2014 07:33	24/06/2014 07:53	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
The University of Reading, Mathematics and IT Services	24/06/2014 07:33	24/06/2014 07:53	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
European Centre for Medium-Range Weather Forecasts, via Reading	24/06/2014 07:33	24/06/2014 07:53	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN
The Henley College	24/06/2014 07:33	24/06/2014 07:53	00:00	00:20	Regional Scheduled Maintenance	Scheduled maintenance within TVN

