



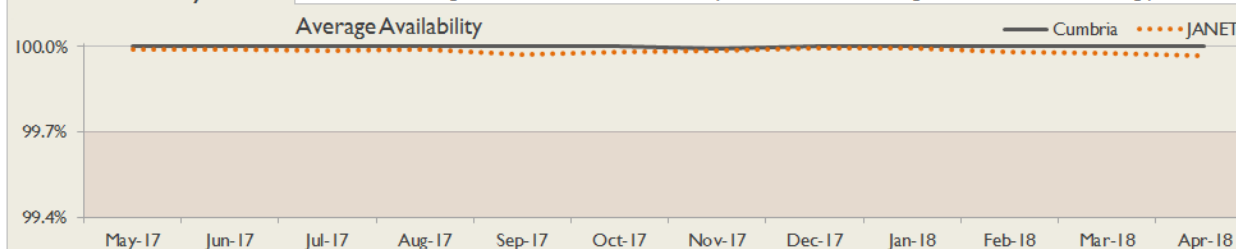
## Cumbria Service Report

April 2018

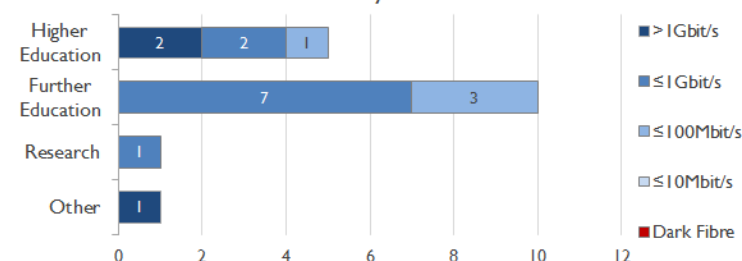


## Service Reliability

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



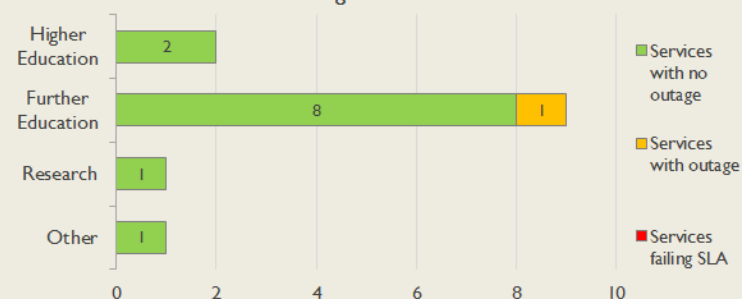
## Connections in Cumbria by Contractual Bandwidth



Average Availability of All Services in Cumbria				Average Availability of All Services in Janet			
Apr 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Apr 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	3	99.97%	13	99.98%	86
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
1h 05m		0.18		4h 59m		0.36	
Based on 5 faults over the last 24 months				Based on 835 faults over the last 24 months			

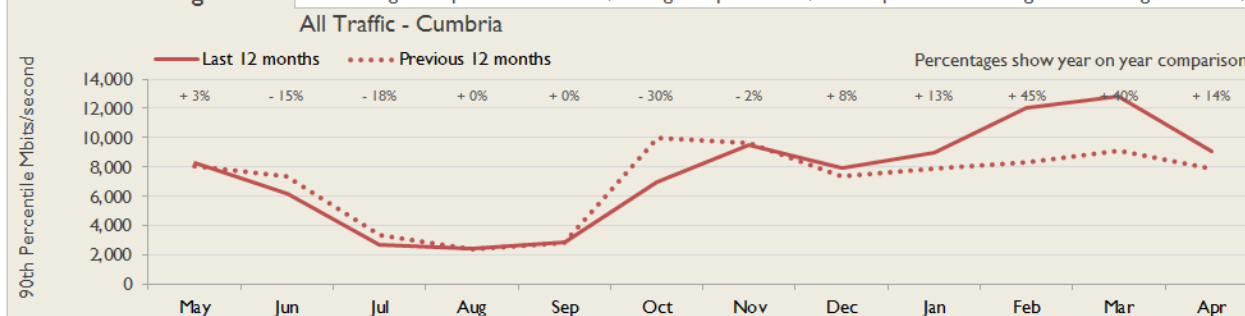
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

## Cumbria Service Outages - Last 12 Months

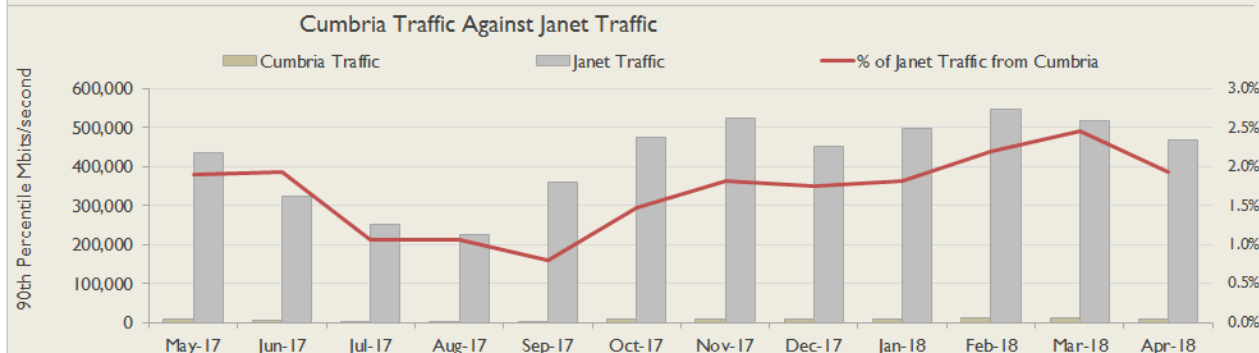
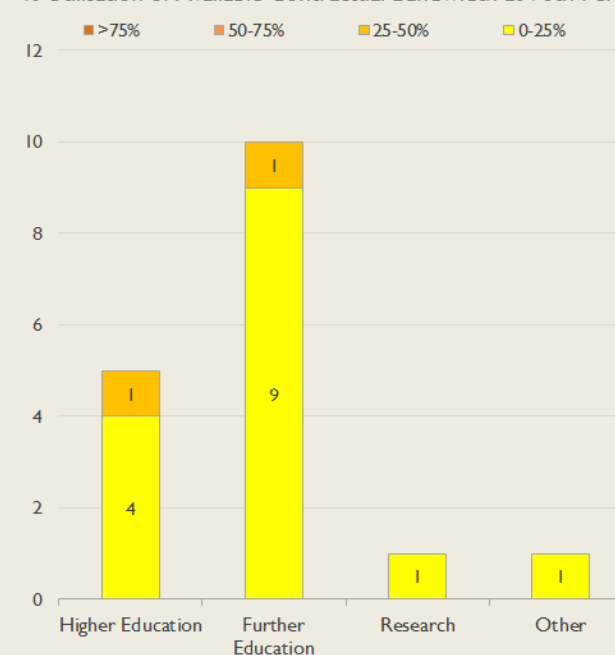


## Connection Usage

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



## % 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	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	12 Month Rolling Availability
Askham Bryan College, Penrith Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Beaumont College - A Scope College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Furness College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Furness College, Barrow-in-Furness Sixth Form College	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	>99.99%
Kendal College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lakes College West Cumbria *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lancashire County Council, Interconnect *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lancaster and Morecambe College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, CEH, Lancaster	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NCG, Carlisle College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Blackpool Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Cumbria *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Central Lancashire, New West Cumberland Hospital								100%	100%	100%	100%	100%	<12 Months
University of Lancaster *	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
Lakes College West Cumbria, via Carlisle	20/04/2018 02:03	20/04/2018 02:17	00:00	00:14	Unknown reason for outage	Unknown
Lakes College West Cumbria, via Carlisle	25/04/2018 07:24	25/04/2018 07:58	00:00	00:34	Customer Scheduled Maintenance	Site failover test
Lakes College West Cumbria, via Carlisle	26/04/2018 07:20	30/04/2018 07:51	00:00	96:31	Customer Scheduled Maintenance	Brought down for damaged fibre replacement
Natural Environment Research Council, CEH, Lancaster	14/04/2018 14:33	15/04/2018 14:47	00:00	24:14	Customer Scheduled Maintenance	Power maintenance
Lancashire County Council, Interconnect, Carlisle	21/04/2018 02:30	25/04/2018 22:49	00:00	116:19	Customer Environment	Wide area power outage