



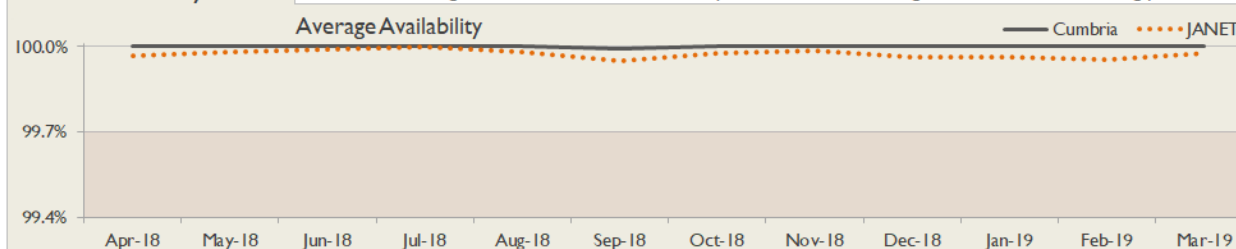
Cumbria Service Report

March 2019

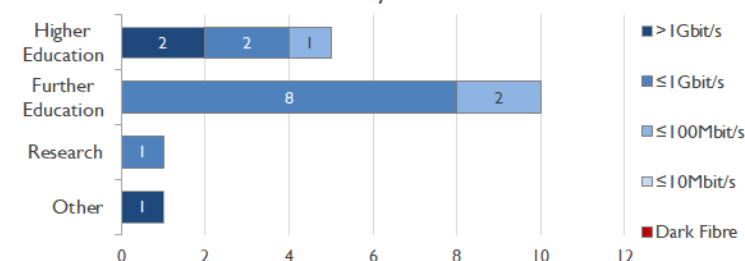


Service Reliability

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



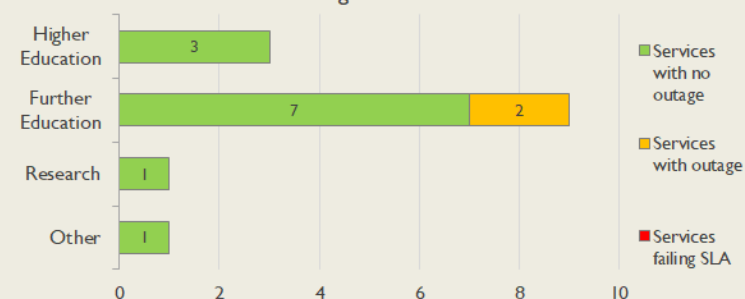
Connections in Cumbria by Contractual Bandwidth



Average Availability of All Services in Cumbria				Average Availability of All Services in Janet			
Mar 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	3	99.98%	11	99.97%	138
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
27m		0.11		5h 05m		0.35	
Based on 3 faults over the last 24 months				Based on 829 faults over the last 24 months			

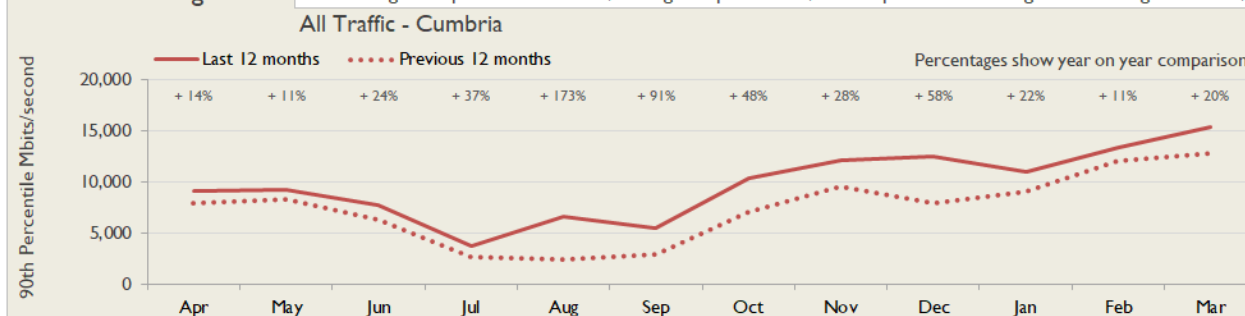
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Cumbria Service Outages - Last 12 Months

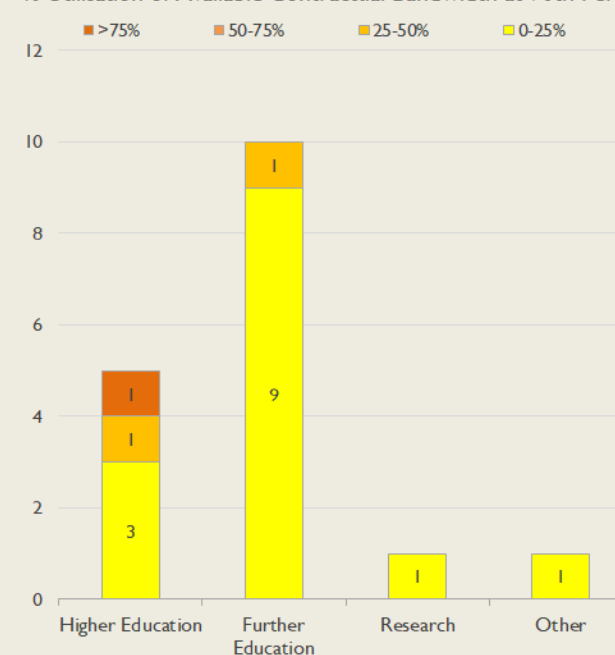


Connection Usage

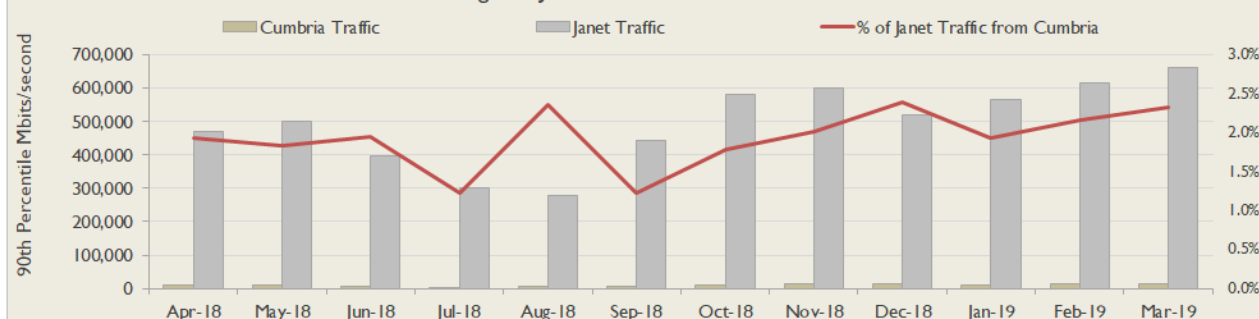
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



Cumbria 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	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	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 Saltem/Ambito College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Blackpool and The Fylde College, University Centre	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%
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%	99.96%	100%	100%	100%	100%	100%	100%	>99.99%
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%	99.96%	100%	100%	100%	100%	100%	100%	>99.99%
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%	100%	100%	100%	100%	100%	100%	100%	100%
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	14/03/2019 23:00	15/03/2019 02:04	00:00	03:04	Telco Scheduled Maintenance	Scheduled Telco fibre maintenance