

janet

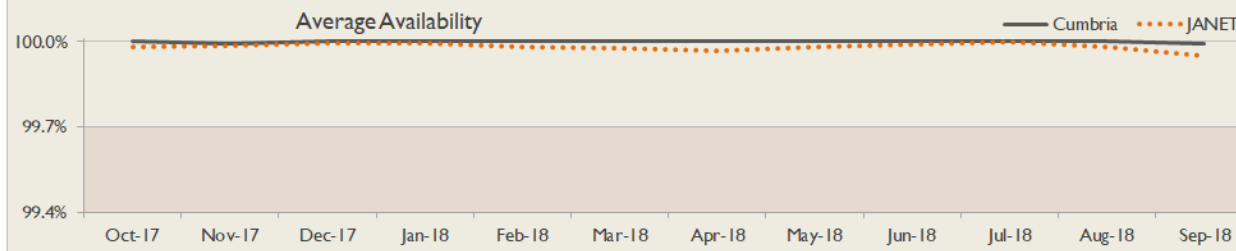
Cumbria Service Report

September 2018

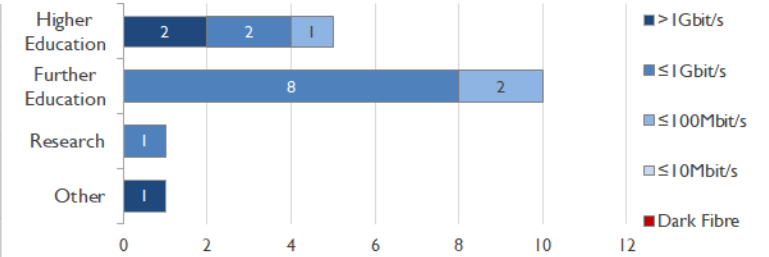


Service Reliability

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

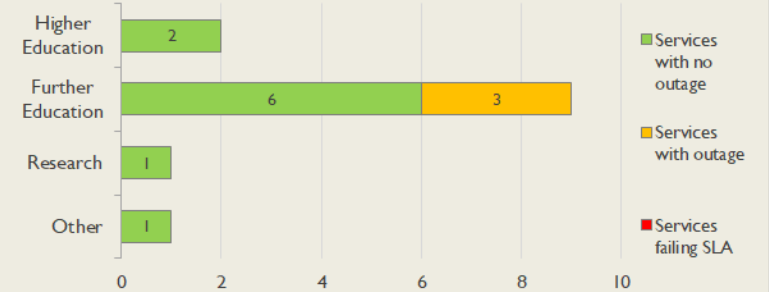


Connections in Cumbria by Contractual Bandwidth



Average Availability of All Services in Cumbria				Average Availability of All Services in Janet			
Sep 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Sep 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	3	>99.99%	6	99.95%	21	99.98%	97
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
27m		0.11		5h 00m		0.33	
Based on 3 faults over the last 24 months				Based on 761 faults over the last 24 months			

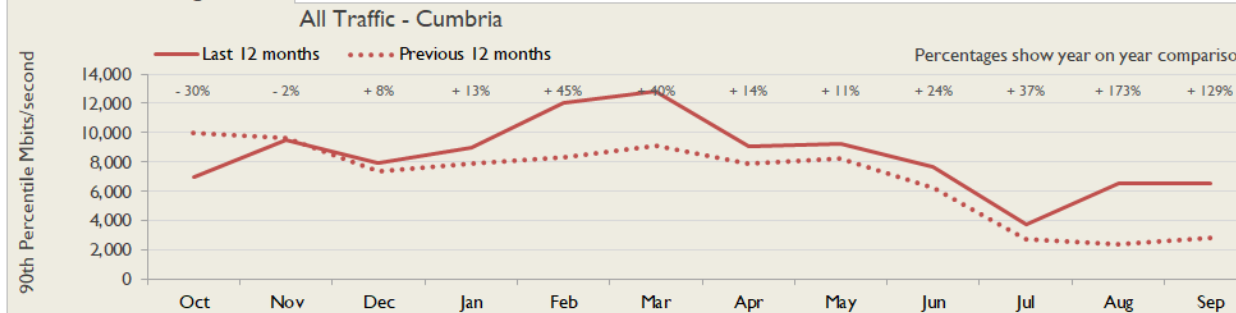
Cumbria Service Outages - Last 12 Months



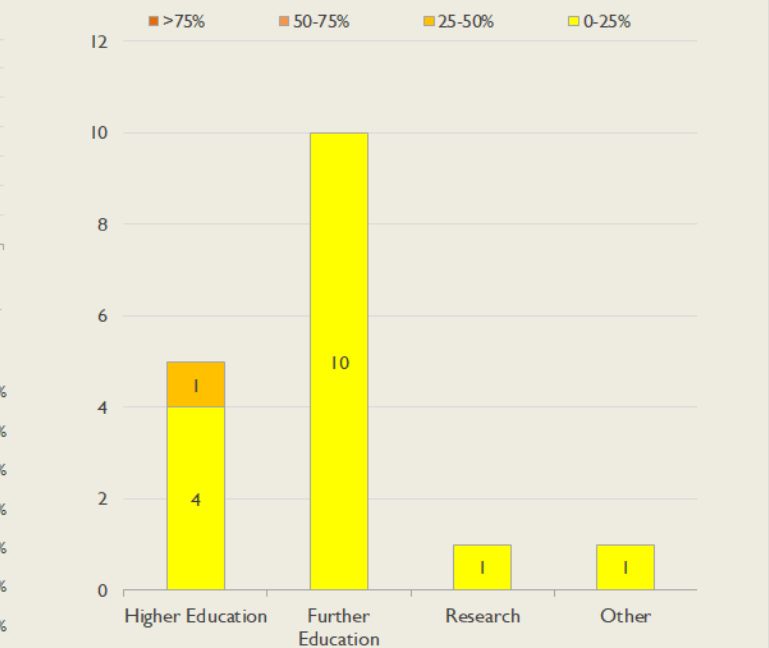
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

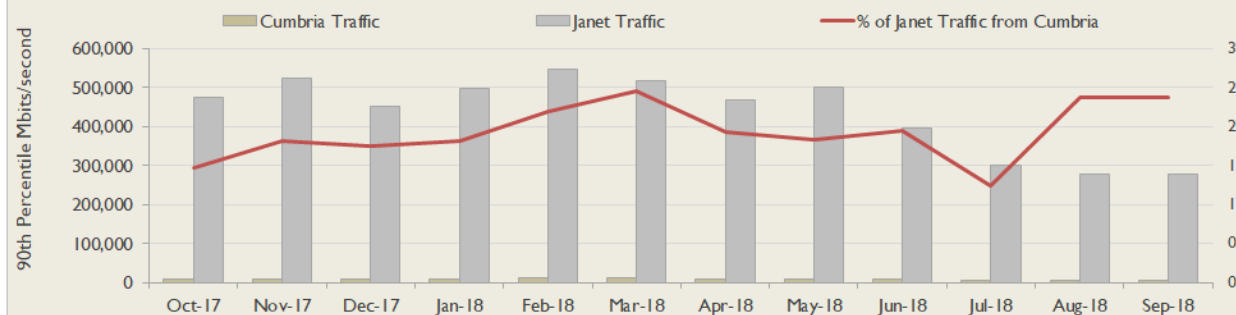
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% 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	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 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%
Blackpool and The Fylde College, University Centre	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	100%	100%	100%	100%	100%	100%	99.96%	>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%	100%	100%	100%	100%	100%	100%	99.96%	>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%	<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
Beaumont College - A Scope College	08/09/2018 00:00	08/09/2018 00:29	00:00	00:29	Unknown reason for outage	Unknown
Lakes College West Cumbria, via Docklands	18/09/2018 01:16	18/09/2018 01:36	00:00	00:20	Telco Scheduled Maintenance	Scheduled maintenance
Lakes College West Cumbria, via Docklands	21/09/2018 07:01	21/09/2018 07:26	00:00	00:25	Regional Network Scheduled Maintenance	Emergency software upgrade
Lancaster and Morecambe College	11/09/2018 22:20	11/09/2018 22:39	00:00	00:19	Telco Unscheduled Maintenance	Telco work started a day early by mistake
The Blackpool Sixth Form College	11/09/2018 22:20	11/09/2018 22:39	00:00	00:19	Telco Unscheduled Maintenance	Telco work started a day early by mistake
University of Lancaster, Link 2	11/09/2018 06:05	11/09/2018 06:19	00:00	00:14	Customer Scheduled Maintenance	Customer maintenance
Blackpool and The Fylde College, University Centre	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance