



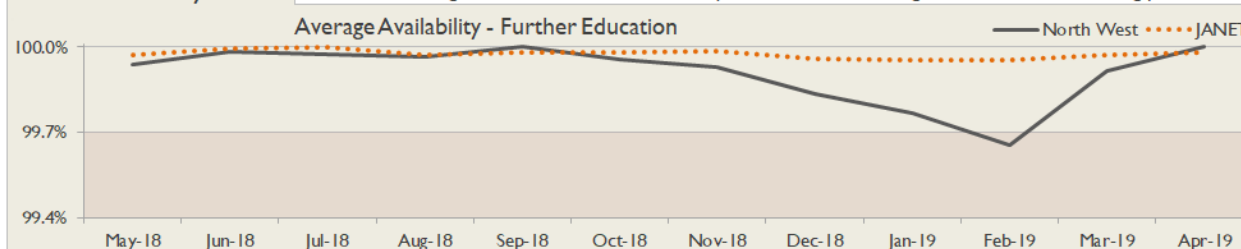
## North West Service Report

April 2019

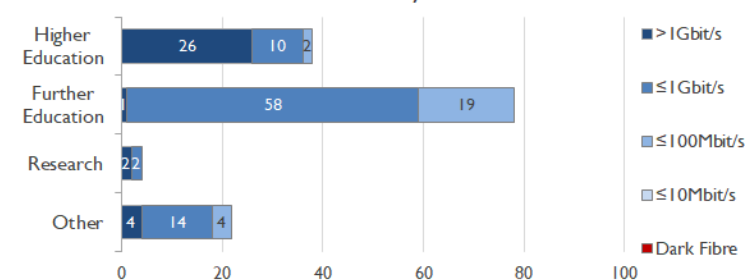


## Service Reliability

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



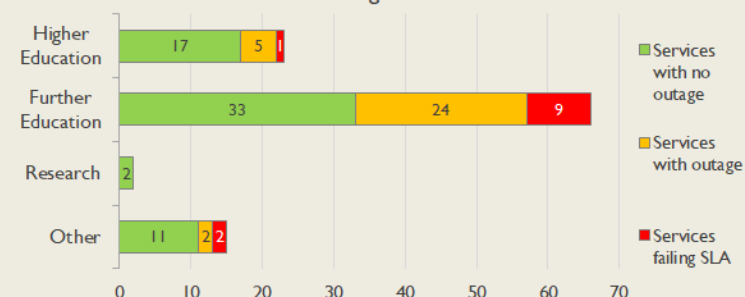
## Connections in North West by Contractual Bandwidth



Average Availability of FE Services in North West				Average Availability of FE Services in Janet			
Apr 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Apr 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.91%	472	99.98%	8	99.97%	136
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 41m		0.89		4h 30m		0.43	
Based on 119 faults over the last 24 months				Based on 528 faults over the last 24 months			

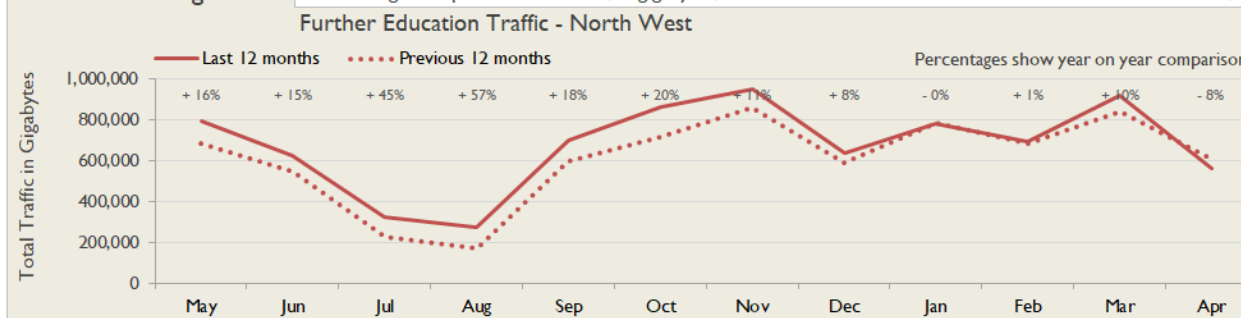
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

## North West Service Outages - Last 12 Months

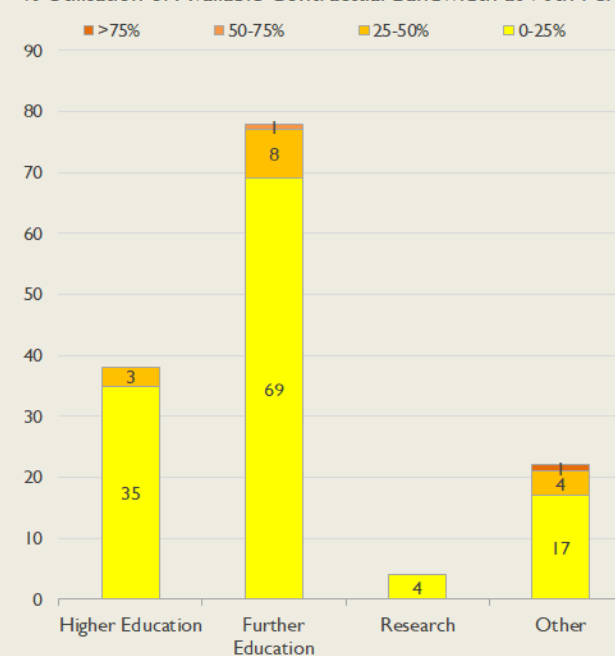


## Connection Usage

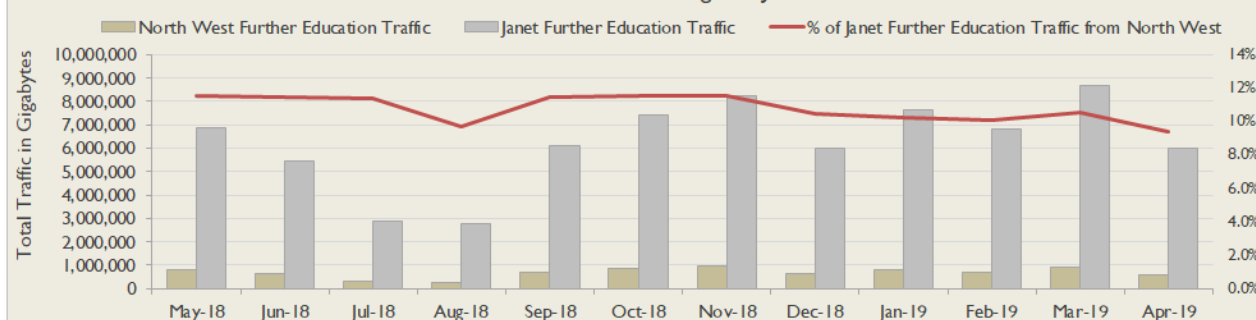
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



## % Utilisation of Available Contractual Bandwidth at 90th Percentile



## North West Further Education Traffic Against Janet Further Education 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	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	12 Month Rolling Availability
Aquinas College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ashton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Birkenhead Sixth Form College	100%	100%	100%	99.50%	100%	99.66%	100%	100%	100%	100%	100%	100%	99.93%
Blackburn College	100%	100%	100%	99.38%	100%	100%	100%	100%	100%	99.61%	100%	100%	99.92%
Blackpool and The Fylde College, South Building Annex	100%	100%	100%	99.38%	100%	99.56%	100%	100%	100%	99.61%	100%	100%	99.88%
Bolton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bolton Sixth Form College, Town Centre Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridge College	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	99.84%
Burnley College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardinal Newman College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Carmel College	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	98.07%	99.30%	100%	99.64%
Cheadle and Marple Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cheshire College - South and West, South Cheshire College	100%	100%	100%	100%	100%	100%	99.31%	100%	99.65%	100%	100%	100%	99.91%

Service	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	12 Month Rolling Availability
Cheshire College - South and West, West Cheshire College	100%	100%	100%	100%	100%	100%	99.31%	100%	99.65%	100%	100%	100%	99.91%
City of Stoke-on-Trent Sixth Form College *	100%	100%	100%	100%	100%	100%	99.31%	100%	100%	100%	100%	100%	99.94%
Holy Cross College	100%	100%	100%	100%	100%	100%	100%	100%	97.59%	93.34%	100%	100%	99.24%
Hopwood Hall College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hugh Baird College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King George V College, King George V College	100%	99.47%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	99.95%
Langdon College	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	99.84%
Loreto College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
LTE Group, The Manchester College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Macclesfield College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Myerscough College	98.70%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Myerscough College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NCG, West Lancashire College	100%	100%	99.79%	99.74%	100%	100%	100%	100%	98.53%	97.99%	99.31%	100%	99.61%
Nelson and Colne College, Nelson	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newcastle and Stafford Colleges Group, Newcastle-under-Lyme College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oldham Sixth Form College, Science Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oldham Sixth Form College, Union Street West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Preston College, via London Powergate	100%	100%	100%	100%	100%	99.56%	100%	100%	100%	100%	100%	100%	99.96%
Preston College, via UCLAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Priestley College	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	97.99%	99.31%	100%	99.64%
Reaseheath College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	12 Month Rolling Availability
Regent College Limited	100%	100%	100%	100%	100%	100%	99.31%	100%	99.65%	100%	100%	100%	99.91%
Riverside College Halton, Halton College Campus	100%	100%	100%	100%	100%	100%	99.31%	100%	99.65%	100%	100%	100%	99.91%
Rochdale Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Runshaw College *	100%	100%	100%	99.74%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
Salford City College, Pendleton Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	99.84%
Salford City College, Walkden Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seashell Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sir John Deane's College	100%	100%	100%	100%	100%	100%	99.31%	100%	99.65%	100%	100%	100%	99.91%
St Helens College	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	97.99%	99.31%	100%	99.64%
St Helens College, Knowsley Community College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St John Rigby RC Sixth Form College	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	98.07%	99.30%	100%	99.64%
St Mary's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockton Riverside College, Redcar and Cleveland College	100%	100%	100%	100%	100%	99.56%	100%	100%	100%	100%	100%	100%	99.96%
Stockton Riverside College, via Telecity Powergate	100%	100%	100%	100%	100%	99.56%	100%	100%	100%	100%	100%	100%	99.96%
Stoke-on-Trent College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stoke-on-Trent College, Burslem Campus	100%	100%	100%	100%	100%	99.56%	100%	100%	100%	100%	100%	100%	99.96%
Tameside College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City of Liverpool College, Learning Exchange	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Co-operative College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The David Lewis Centre	96.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.74%
The Oldham College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Trafford College Group, Stockport College	100%	100%	100%	100%	100%	100%	99.31%	98.11%	100%	100%	100%	100%	99.78%

Service	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	12 Month Rolling Availability
The Trafford College Group, Trafford College - Altrincham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Trafford College Group, Trafford College - The Centre for Science and Technology	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	99.84%
Warrington & Vale Royal College, Warrington Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wigan and Leigh College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wigan and Leigh College, Leigh College Netpath Classic											100%	100%	<12 Months
Winstanley College	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	98.07%	99.30%	100%	99.64%
Wirral Metropolitan College	100%	99.47%	99.79%	100%	100%	100%	100%	100%	98.53%	97.99%	99.31%	100%	99.59%
Wirral Metropolitan College, Conway Park Campus	100%	100%	100%	100%	100%	99.56%	100%	100%	100%	100%	100%	100%	99.96%
Workers' Educational Association, North West	100%	100%	99.79%	100%	100%	100%	100%	100%	98.53%	98.07%	99.30%	100%	99.64%
Xaverian College	100%	100%	100%	100%	100%	100%	100%	98.11%	100%	100%	100%	100%	99.84%

## 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
Cardinal Newman College, via UCLAN	13/04/2019 09:06	13/04/2019 10:25	00:00	01:19	Customer Unscheduled Maintenance	Site power works
City of Stoke-on-Trent Sixth Form College, Link 2	28/04/2019 07:34	28/04/2019 07:50	00:00	00:16	Regional Network Unscheduled Maintenance	Power issue at PoP
Regent College Limited	15/04/2019 09:21	15/04/2019 12:50	00:00	03:29	Unknown reason for outage	UNKNOWN
LTE Group, The Manchester College, Northenden Campus - Joule House	19/04/2019 23:32	20/04/2019 20:21	00:00	20:49	Customer Scheduled Maintenance	Customer unscheduled firewall maintenance
LTE Group, The Manchester College, Openshaw Campus - Ball Green	12/04/2019 18:32	13/04/2019 03:16	00:00	08:44	Customer Unscheduled Maintenance	Site unscheduled router maintenance
LTE Group, The Manchester College, Openshaw Campus - Ball Green	19/04/2019 23:13	19/04/2019 23:32	00:00	00:19	Customer Unscheduled Maintenance	Customer unscheduled firewall maintenance
Xaverian College	04/04/2019 22:07	05/04/2019 00:06	00:00	01:59	Telco Emergency Maintenance	Emergency maintenance
Xaverian College	11/04/2019 23:01	12/04/2019 01:25	00:00	02:24	Telco Scheduled Maintenance	Fibre maintenance
Stoke-on-Trent College, Burslem Campus	07/04/2019 09:38	07/04/2019 11:22	00:00	01:44	Customer Environment	Customer power outage