

janet

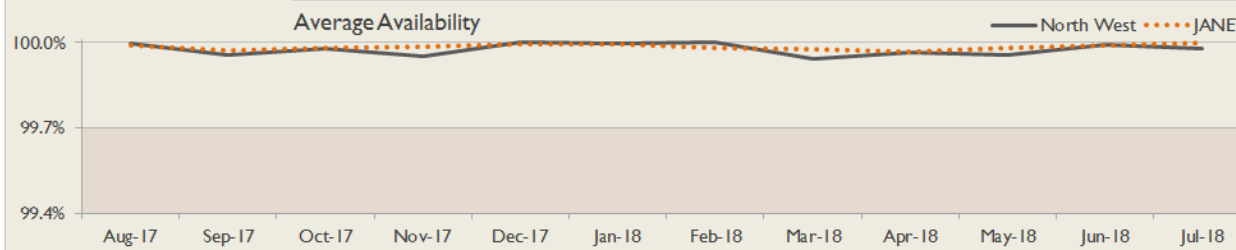
North West Service Report

July 2018

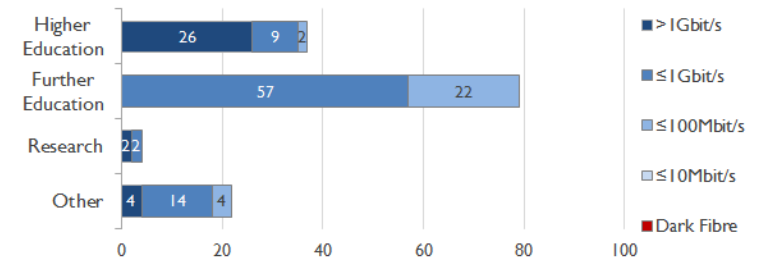


Service Reliability

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

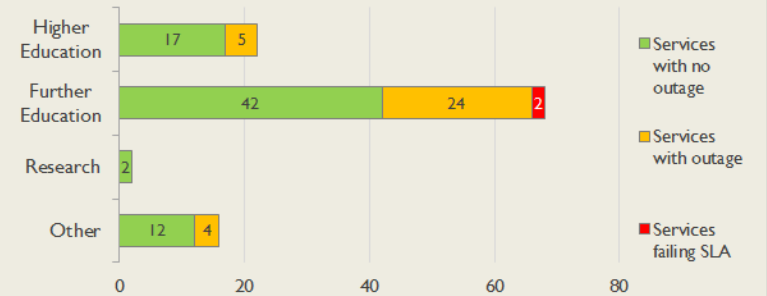


Connections in North West by Contractual Bandwidth



Average Availability of All Services in North West				Average Availability of All Services in Janet			
Jul 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jul 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.98%	9	99.98%	125	>99.99%	1	99.98%	82
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 47m		0.72		4h 50m		0.34	
Based on 159 faults over the last 24 months				Based on 787 faults over the last 24 months			

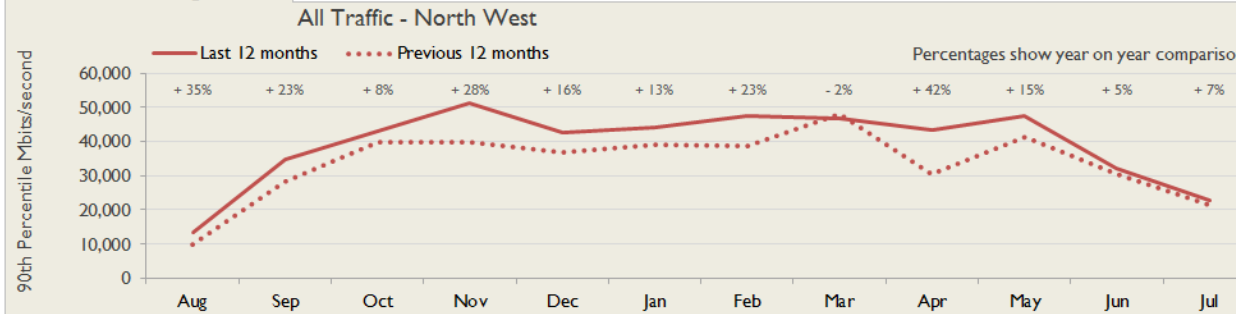
North West Service Outages - Last 12 Months



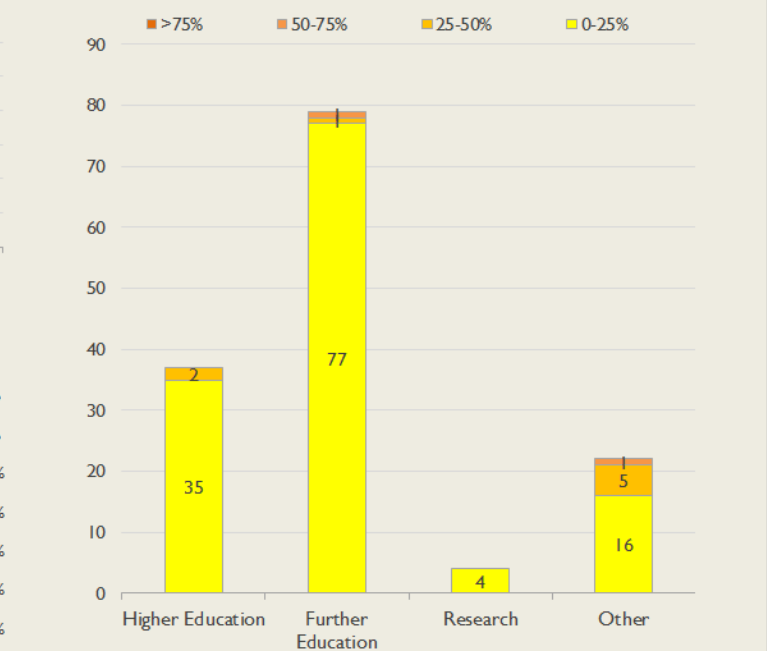
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

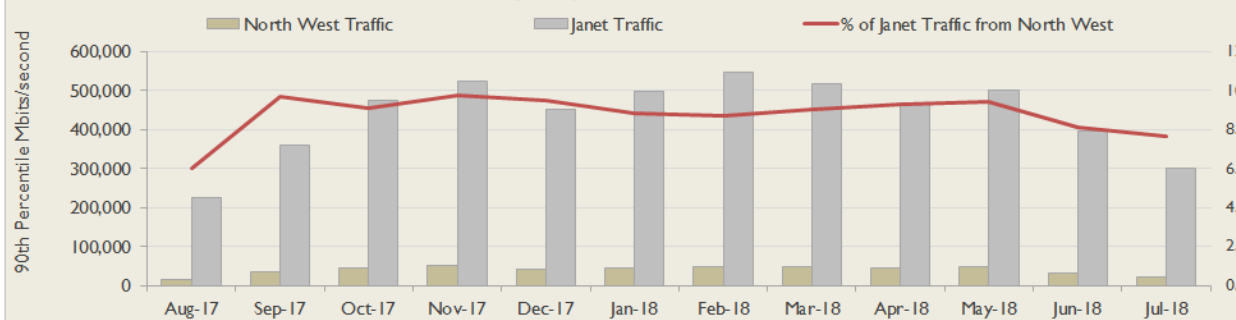
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



North West 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	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	12 Month Rolling Availability
Accrington and Rossendale College	100%	100%	100%	95.86%	100%	100%	100%	100%	100%	100%	100%	100%	99.66%
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%	96.48%	100%	100%	100%	100%	100%	100%	96.12%	100%	100%	100%	99.38%
Blackburn College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Blackburn with Darwen Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Blackpool and The Fylde College, South Building Annex	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bolton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bolton Metropolitan Borough Council, North West Learning Grid	100%	99.81%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
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%	100%	100%	100%	100%	100%	100%
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%
Bury Metropolitan Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	12 Month Rolling Availability
Bury Metropolitan Borough Council, Personal & Community Development	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.79%	99.98%
Cheadle and Marple Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cheshire College - South and West	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Cheshire East Council, Riverside Campus *	100%	100%	99.47%	99.70%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
City of Stoke-on-Trent Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Edge Hill University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Edge Hill University, Manchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Holy Cross College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%
Imperial War Museum, IWM North	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Ovid Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lancashire County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Langdon College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Liverpool Hope University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Liverpool Institute for Performing Arts	100%	99.64%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Liverpool John Moores University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loreto Sixth Form 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%

Service	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	12 Month Rolling Availability
Macclesfield College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Manchester Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Manchester Metropolitan University, Cheshire Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Manchester Metropolitan University, Crewe Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Manchester Metropolitan University, Film Archive								100%	100%	100%	100%	100%	<12 Months
Myerscough College	100%	100%	100%	100%	100%	100%	100%	99.49%	100%	98.70%	100%	100%	99.85%
Myerscough College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, National Oceanography Centre, Liverpool *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NCG, West Lancashire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.79%	99.98%
Nelson and Colne College	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	>99.99%
Newcastle and Stafford Colleges Group, Newcastle-under-Lyme College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oldham Metropolitan Borough Council, North West Learning Grid	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%	99.90%	100%	100%	100%	96.88%	100%	100%	100%	100%	99.73%
Preston College, via UCLAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Priestley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.79%	99.98%
Queen Alexandra College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reaseheath College *	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Redcar and Cleveland College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	12 Month Rolling Availability
Regent College Limited	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Riverside College Halton, Halton College Campus	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Rochdale Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Northern College of Music	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Runshaw College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Salford City College, Pendleton Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Salford City College, Walkden Sixth Form Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Salford City Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Science and Technology Facilities Council, Daresbury Laboratory *	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	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Southport College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southport College, King George V College	100%	100%	99.30%	100%	100%	100%	100%	100%	100%	100%	99.47%	100%	99.90%
Staffordshire University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Staffordshire University, Stoke-on-Trent Express Route *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Helens College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.79%	99.98%
St Helens College, Knowsley Community College	100%	100%	100%	100%				100%	100%	100%	100%	100%	<12 Months
St Helens Council, Lincoln House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Helens Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.79%	99.98%
St Helens Council, Town Hall	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.79%	99.98%
St John Rigby College	100%	100%	100%	100%	100%	100%	100%	97.20%	100%	100%	100%	99.79%	99.75%

Service	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	12 Month Rolling Availability
St Mary's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockport Metropolitan Borough Council *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockton Riverside College, via Telecity Powergate	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Stoke-on-Trent College	100%	99.24%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
Stoke-on-Trent College, Burslem Campus	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	<12 Months
The Co-operative College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The David Lewis Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	96.91%	100%	100%	99.74%
The Liverpool School of Tropical Medicine *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Oldham College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Manchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%	>99.99%
The Science Museum, Museum of Science and Industry Manchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Trafford College Group, Stockport College	99.62%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
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%	100%	100%	100%	100%	100%	100%
The University of Bolton *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Manchester *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Manchester, Ahmed Iqbal Ullah Race Relations Resource Centre								100%	100%	99.73%	100%	100%	<12 Months
Trafford Council, North West Learning Grid *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	12 Month Rolling Availability
University of Central Lancashire *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Chester	100%	100%	99.47%	99.70%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
University of Chester, Leighton Hospital	99.97%	100%	99.47%	100%	100%	99.69%	100%	100%	100%	100%	100%	100%	99.93%
University of Keele, University Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Liverpool *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Salford *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Salford, Media City	100%	100%	99.78%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
Warrington & Vale Royal College, Warrington Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Cheshire College	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Wigan & Leigh College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Winstanley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.79%	99.98%
Wirral Metropolitan College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.47%	99.79%	99.94%
Wirral Metropolitan College, Conway Park Campus	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Workers' Educational Association, North West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.79%	99.98%
Xaverian College	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
Burnley College, Link 2	18/07/2018 01:06	18/07/2018 02:52	00:00	01:46	Telco Scheduled Maintenance	Scheduled maintenance
Cardinal Newman College, via University of Manchester	19/07/2018 22:16	20/07/2018 01:40	00:00	03:24	Telco Scheduled Maintenance	Scheduled maintenance
Carmel College	26/07/2018 14:27	26/07/2018 16:00	00:00	01:33	Telco Equipment	Amplifier card stalled
Hugh Baird College	26/07/2018 14:27	26/07/2018 16:00	00:00	01:33	Telco Equipment	Amplifier card stalled
Hugh Baird College	18/07/2018 01:06	18/07/2018 02:52	00:00	01:46	Telco Scheduled Maintenance	Scheduled maintenance
Macclesfield College	11/07/2018 06:11	11/07/2018 15:18	00:50	08:17	Managed Router Equipment	Faulty Router
Priestley College	26/07/2018 14:27	26/07/2018 16:00	00:00	01:33	Telco Equipment	Amplifier card stalled
Regent College Limited	12/07/2018 09:14	12/07/2018 10:23	00:00	01:09	Customer Environment	Wide area power outage
Sir John Deane's College	28/07/2018 11:50	30/07/2018 08:31	00:00	44:41	Customer Equipment	Failed UPS
NCG, West Lancashire College	26/07/2018 14:27	26/07/2018 16:00	00:00	01:33	Telco Equipment	Amplifier card stalled
Southport College, via University of Manchester	26/07/2018 14:27	26/07/2018 16:00	00:00	01:33	Telco Equipment	Amplifier card stalled
St Helens Council, Personal & Community Development	26/07/2018 14:27	26/07/2018 16:00	00:00	01:33	Telco Equipment	Amplifier card stalled

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
St Helens College	26/07/2018 14:27	26/07/2018 16:00	00:00	01:33	Telco Equipment	Amplifier card stalled
St John Rigby College	26/07/2018 14:27	26/07/2018 16:00	00:00	01:33	Telco Equipment	Amplifier card stalled
The University of Bolton, Eagle Building	19/07/2018 22:16	20/07/2018 01:40	00:00	03:24	Telco Scheduled Maintenance	Scheduled maintenance
University of Salford, Allerton Building	11/07/2018 22:08	12/07/2018 05:34	06:31	00:55	Telco Scheduled Maintenance	Telco scheduled maintenance
Winstanley College	26/07/2018 14:27	26/07/2018 16:00	00:00	01:33	Telco Equipment	Amplifier card stalled
Wirral Metropolitan College	26/07/2018 14:27	26/07/2018 16:00	00:00	01:33	Telco Equipment	Amplifier card stalled
Workers' Educational Association, North West	26/07/2018 14:27	26/07/2018 16:00	00:00	01:33	Telco Equipment	Amplifier card stalled
Imperial War Museum, IWM North	23/07/2018 17:39	23/07/2018 22:38	00:00	04:59	Customer Unscheduled Maintenance	Customer maintenance
St Helens Council, Town Hall	26/07/2018 14:27	26/07/2018 16:00	00:00	01:33	Telco Equipment	Amplifier card stalled
Bolton Metropolitan Borough Council, North West Learning Grid	19/07/2018 22:16	20/07/2018 01:40	00:00	03:24	Telco Scheduled Maintenance	Scheduled maintenance
Rochdale Sixth Form College	29/07/2018 22:38	29/07/2018 23:33	00:00	00:55	Unknown reason for outage	Unknown
Wigan & Leigh College, Parson's Walk Centre	26/07/2018 14:27	26/07/2018 16:00	00:00	01:33	Telco Equipment	Amplifier card stalled
The Open University, Manchester	29/07/2018 11:22	29/07/2018 12:14	00:00	00:52	Telco Equipment	Faulty RJ45 connector on Telco equipment
Myerscough College, Additional Connection	18/07/2018 01:06	18/07/2018 02:52	00:00	01:46	Telco Scheduled Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The Liverpool School of Tropical Medicine, Wolfson Building	26/07/2018 14:27	26/07/2018 16:00	00:00	01:33	Telco Equipment	Amplifier card stalled