

janet

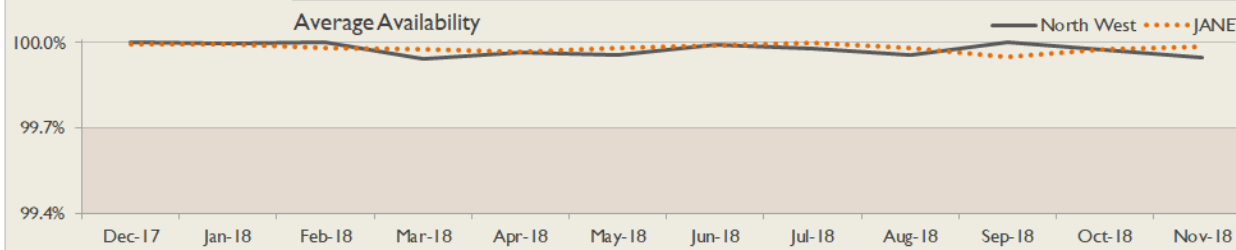
North West Service Report

November 2018

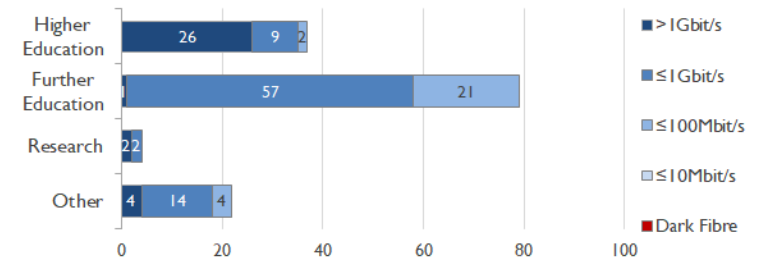


Service Reliability

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

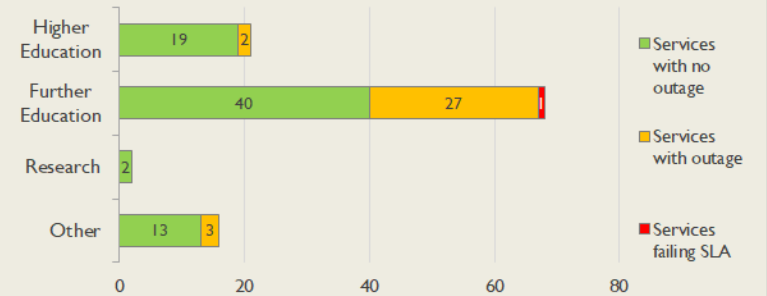


Connections in North West by Contractual Bandwidth



Average Availability of All Services in North West				Average Availability of All Services in Janet			
Nov 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Nov 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.95%	22	99.98%	126	99.99%	6	99.98%	99
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 08m		0.60		4h 30m		0.34	
Based on 131 faults over the last 24 months				Based on 786 faults over the last 24 months			

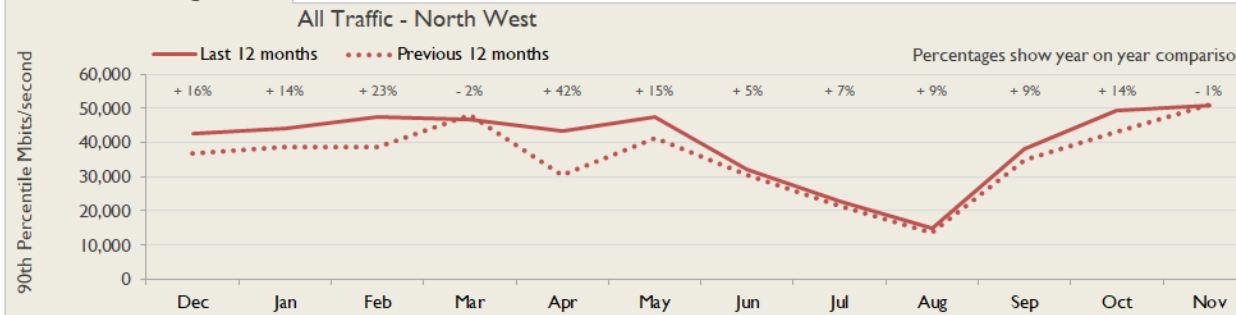
North West Service Outages - Last 12 Months



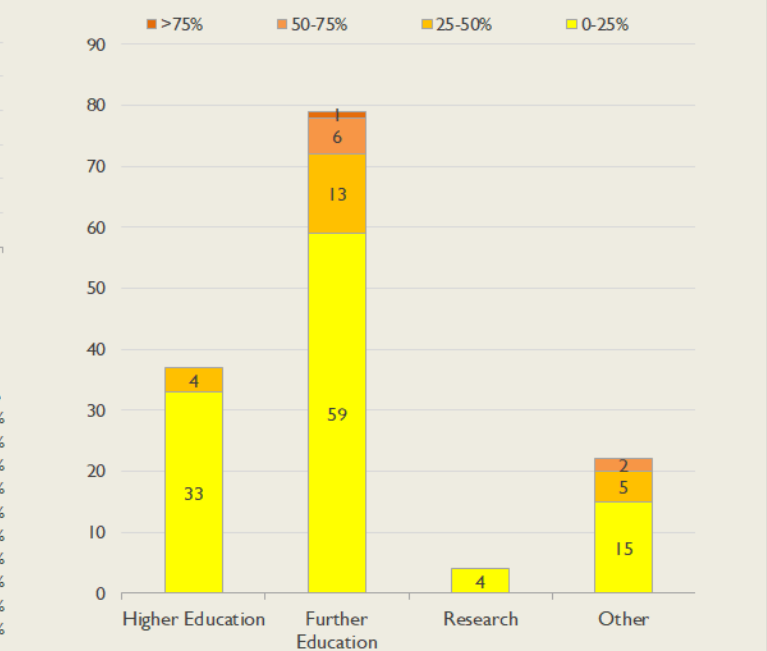
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

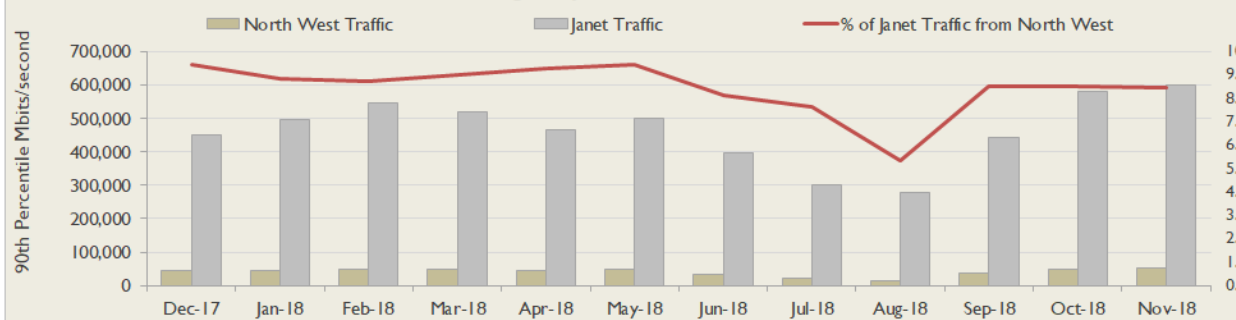
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% 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	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	12 Month Rolling Availability
Accrington and Rossendale College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	96.12%	100%	100%	100%	99.50%	100%	99.66%	100%	99.61%
Blackburn College	100%	100%	100%	100%	100%	100%	100%	100%	99.38%	100%	100%	100%	99.95%
Blackburn with Darwen Borough Council, North West Learning Grid	100%	100%	100%	100%	100%	100%	100%	100%	97.64%	100%	100%	100%	99.80%
Blackpool and The Fylde College, South Building Annex	100%	100%	100%	100%	100%	100%	100%	100%	99.38%	100%	99.56%	100%	99.91%
Bolton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bolton Metropolitan Borough Council, North West Learning Grid	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%	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	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 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%	99.79%	100%	100%	100%	100%	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, South Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	99.94%
Cheshire College - South and West, West Cheshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	99.94%
Cheshire East Council, Riverside Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Stoke-on-Trent Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	99.94%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Liverpool John Moores University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	12 Month Rolling Availability
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%
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%	100%	100%	100%	100%	<12 Months
Myerscough College	100%	100%	100%	99.49%	100%	98.70%	100%	100%	100%	100%	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%	99.79%	99.74%	100%	100%	100%	99.96%
Nelson and Colne College	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	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%	96.88%	100%	100%	100%	100%	100%	100%	99.56%	100%	99.70%
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%	99.79%	100%	100%	100%	100%	99.98%
Reaseheath College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	12 Month Rolling Availability
Redcar and Cleveland College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.56%	100%	99.96%
Regent College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	99.94%
Riverside College Halton, Halton College Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	99.94%
Rochdale Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Runshaw College *	100%	100%	100%	100%	100%	100%	100%	100%	99.74%	100%	100%	100%	99.98%
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%
SCMG Enterprises Limited, Museum of Science and Industry Manchester	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%	100%	100%	100%	100%	100%	99.31%	99.94%
Southport College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southport College, King George V College	100%	100%	100%	100%	100%	100%	99.47%	100%	100%	100%	100%	100%	99.96%
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%	99.79%	100%	100%	100%	100%	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%	99.79%	100%	100%	100%	100%	99.98%
St Helens Council, Town Hall	100%	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	99.98%

Service	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	12 Month Rolling Availability
St John Rigby RC Sixth Form College	100%	100%	100%	97.20%	100%	100%	100%	99.79%	100%	100%	100%	100%	99.75%
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%	100%	100%	100%	100%	100%	100%	100%	99.56%	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%	100%	100%	100%	100%	100%	99.56%	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	100%	100%	100%	100%	100%	96.91%	100%	100%	100%	100%	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%	99.88%	100%	100%	100%	100%	>99.99%
The Trafford College Group, Stockport College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	99.94%
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%	100%	100%	100%	100%	<12 Months
Trafford Council, North West Learning Grid *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Chester, Leighton Hospital	100%	99.69%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.31%	99.92%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%
Winstanley College	100%	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	99.98%
Wirral Metropolitan College	100%	100%	100%	100%	100%	100%	99.47%	99.79%	100%	100%	100%	100%	99.94%
Wirral Metropolitan College, Conway Park Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.56%	100%	99.96%
Workers' Educational Association, North West	100%	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	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 1	14/11/2018 12:56	14/11/2018 13:15	00:00	00:19	Unknown reason for outage	Unknown
Nelson and Colne College	03/11/2018 10:00	03/11/2018 11:29	00:00	01:29	Customer Scheduled Maintenance	Customer scheduled power maintenance
Blackburn College	08/11/2018 13:34	08/11/2018 14:24	00:00	00:50	Customer Equipment	Site router crashed
City of Stoke-on-Trent Sixth Form College, Link 1	14/11/2018 22:03	15/11/2018 03:03	00:00	05:00	Telco Unscheduled Maintenance	Telco maintenance we were not informed of
City of Stoke-on-Trent Sixth Form College, Link 2	14/11/2018 22:03	15/11/2018 03:03	00:00	05:00	Telco Unscheduled Maintenance	Telco maintenance we were not informed of
City of Stoke-on-Trent Sixth Form College, Link 2	15/11/2018 07:00	15/11/2018 07:39	00:00	00:39	Regional Network Emergency Maintenance	Fibre maintenance
Liverpool Institute for Performing Arts	11/11/2018 12:30	11/11/2018 14:19	00:00	01:49	Customer Environment	Power failure
Loreto College	02/11/2018 19:02	02/11/2018 22:56	00:00	03:54	Customer Environment	Customer power outage
Loreto College	03/11/2018 14:41	03/11/2018 16:40	00:00	01:59	Customer Unscheduled Maintenance	Customer unscheduled power maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Loreto College	24/11/2018 08:07	24/11/2018 12:00	00:00	03:53	Customer Scheduled Maintenance	Scheduled customer power maintenance
Loreto College	24/11/2018 12:01	24/11/2018 15:26	00:00	03:25	Customer Emergency Maintenance	Emergency customer power maintenance
Macclesfield College	29/11/2018 18:35	30/11/2018 05:29	00:00	10:54	Customer Scheduled Maintenance	Customer scheduled power maintenance
Reaseheath College, via Crewe	14/11/2018 22:03	15/11/2018 03:03	00:00	05:00	Telco Unscheduled Maintenance	Telco maintenance we were not informed of
Reaseheath College, via London Powergate	16/11/2018 01:08	16/11/2018 12:45	09:29	02:08	Telco Equipment	Card failure at local exchange
Regent College Limited	14/11/2018 22:03	15/11/2018 03:03	00:00	05:00	Telco Unscheduled Maintenance	Telco maintenance we were not informed of
Riverside College Halton, Halton College Campus	14/11/2018 22:03	15/11/2018 03:03	00:00	05:00	Telco Unscheduled Maintenance	Telco maintenance we were not informed of
Sir John Deane's College	14/11/2018 22:03	15/11/2018 03:03	00:00	05:00	Telco Unscheduled Maintenance	Telco maintenance we were not informed of
Cheshire College - South and West, South Cheshire College	14/11/2018 22:03	15/11/2018 03:03	00:00	05:00	Telco Unscheduled Maintenance	Telco maintenance we were not informed of
St John Rigby RC Sixth Form College	27/11/2018 20:56	27/11/2018 21:25	00:00	00:29	Customer Unscheduled Maintenance	Site unscheduled maintenance
St Mary's College	18/11/2018 21:08	19/11/2018 00:42	00:00	03:34	Telco Scheduled Maintenance	Telco scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Staffordshire University, Leek Road Campus	15/11/2018 07:00	15/11/2018 07:39	00:00	00:39	Regional Network Emergency Maintenance	Fibre maintenance
The Trafford College Group, Stockport College	14/11/2018 22:03	15/11/2018 03:03	00:00	05:00	Telco Unscheduled Maintenance	Telco maintenance we were not informed of
LTE Group, The Manchester College, Northenden Campus - Joule House	06/11/2018 17:23	06/11/2018 17:47	00:00	00:24	Customer Scheduled Maintenance	Site firewall maintenance
University of Keele, University Campus, Library and IT Services	15/11/2018 07:00	15/11/2018 07:39	00:00	00:39	Regional Network Emergency Maintenance	Fibre maintenance
Cheshire College - South and West, West Cheshire College	14/11/2018 22:03	15/11/2018 03:03	00:00	05:00	Telco Unscheduled Maintenance	Telco maintenance we were not informed of
Xaverian College	14/11/2018 14:30	15/11/2018 08:34	00:00	18:04	Unknown reason for outage	Unknown
Stockport Metropolitan Borough Council, via University of Manchester	14/11/2018 22:03	15/11/2018 03:03	00:00	05:00	Telco Unscheduled Maintenance	Telco maintenance we were not informed of
Stoke-on-Trent College, Burslem Campus	09/11/2018 00:14	09/11/2018 00:38	00:00	00:24	Telco Scheduled Maintenance	Scheduled Telco router maintenance
University of Chester, Leighton Hospital	14/11/2018 22:03	15/11/2018 03:03	00:00	05:00	Telco Unscheduled Maintenance	Telco maintenance we were not informed of
Staffordshire University, Stoke-on-Trent Express Route, Link 2	15/11/2018 07:00	15/11/2018 07:39	00:00	00:39	Regional Network Emergency Maintenance	Fibre maintenance

