



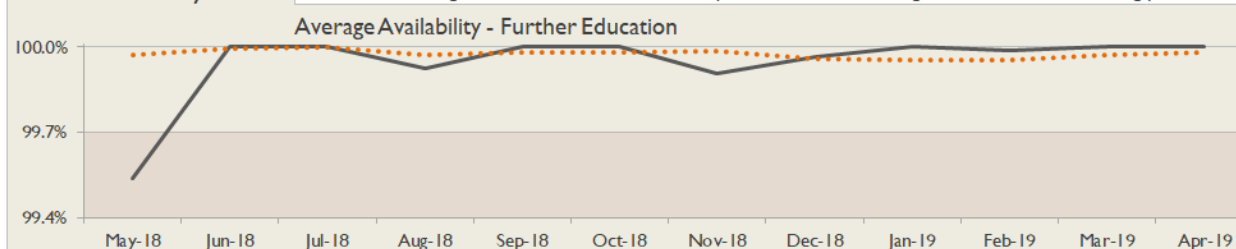
Northern Ireland Service Report

April 2019

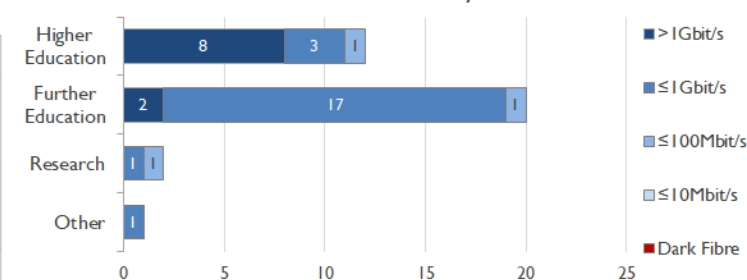


Service Reliability

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



Connections in Northern Ireland by Contractual Bandwidth

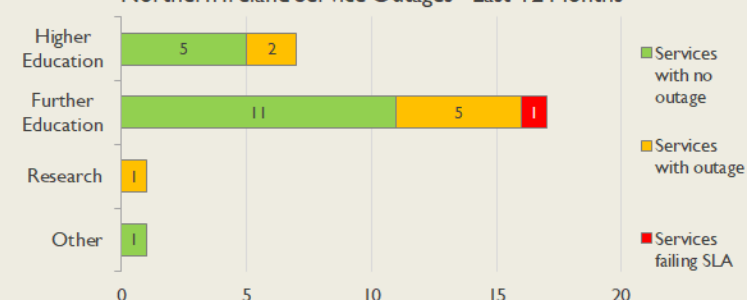


Average Availability of FE Services in Northern Ireland

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	99.94%	290	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	
3h 20m		0.78		4h 30m		0.43	
Based on 28 faults over the last 24 months				Based on 528 faults over the last 24 months			

Average Availability of FE Services in Janet

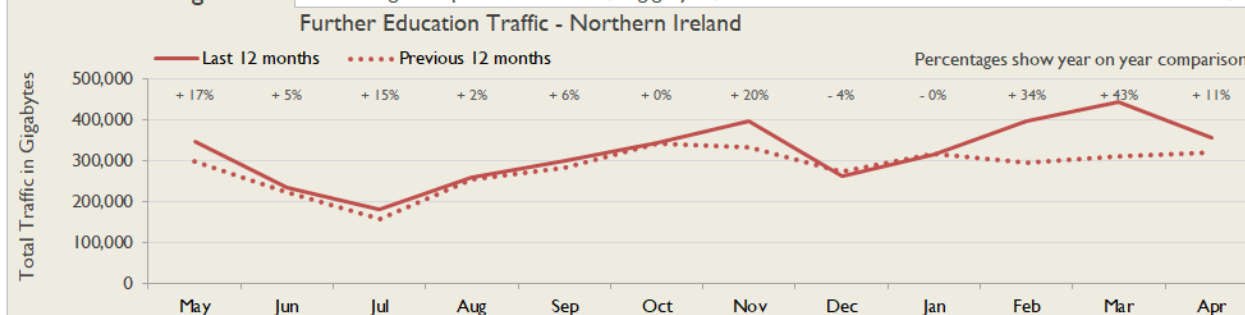
Northern Ireland Service Outages - Last 12 Months



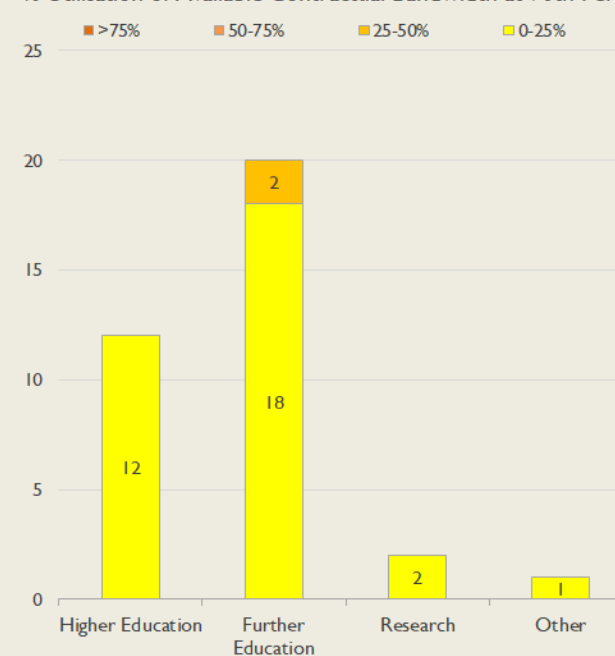
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

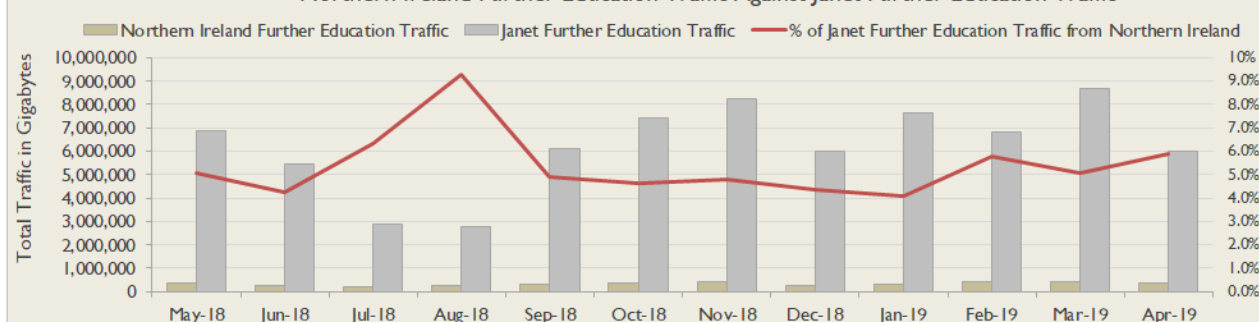
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



Northern Ireland 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
Belfast Metropolitan College, Castlereagh Campus	100%	100%	100%	100%	100%	100%	99.76%	99.36%	100%	99.75%	100%	100%	99.91%
Belfast Metropolitan College, Springvale Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northern Regional College, Ballymena Campus	92.15%	100%	100%	100%	100%	100%	99.76%	100%	100%	100%	100%	100%	99.33%
Northern Regional College, Coleraine Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northern Regional College, Newtownabbey Campus	100%	100%	100%	98.68%	100%	100%	99.59%	100%	100%	100%	100%	100%	99.86%
North West Regional College, Limavady Campus	100%	100%	100%	100%	100%	100%	99.76%	100%	100%	100%	100%	100%	99.98%
North West Regional College, May Street *					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
North West Regional College, Strand Road Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Eastern Regional College, Bangor Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Eastern Regional College, Downpatrick Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Eastern Regional College, Lisburn Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southern Regional College, Armagh Campus	100%	100%	100%	100%	100%	100%	99.71%	100%	100%	100%	100%	100%	99.98%
Southern Regional College, Newry Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southern Regional College, Portadown Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South West College, Dungannon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South West College, Enniskillen Campus *	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
South West College, Netpath Service	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South West College, Omagh Campus	100%	100%	100%	100%	100%	100%	99.76%	100%	100%	100%	100%	100%	99.98%

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
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