



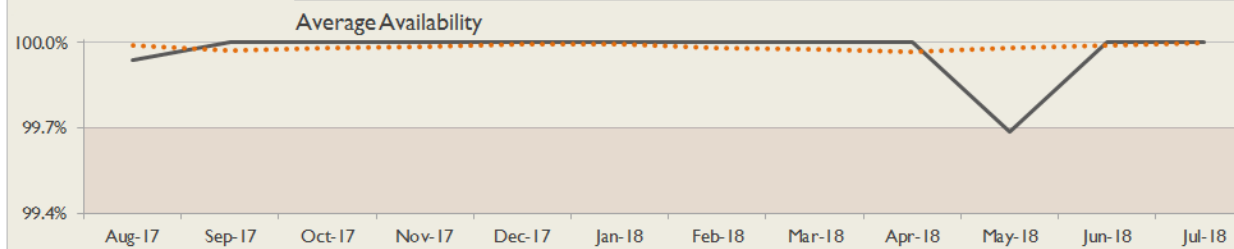
Northern Ireland Service Report

July 2018

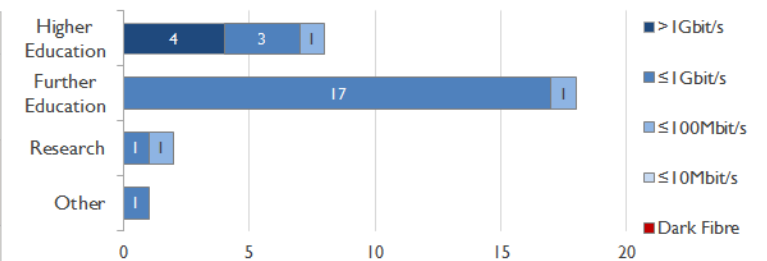


Service Reliability

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



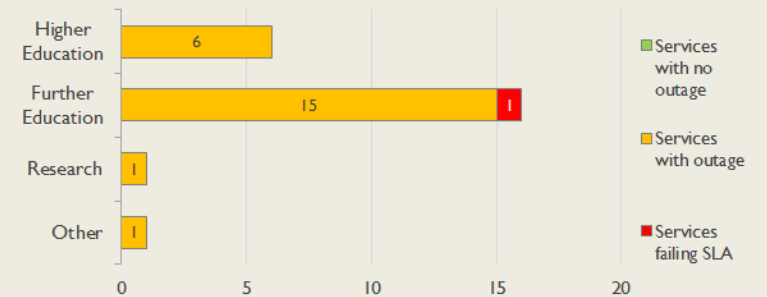
Connections in Northern Ireland by Contractual Bandwidth



Average Availability of All Services in Northern Ireland				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
100%	0	99.97%	167	>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	
3h 11m		0.62		4h 50m		0.34	
Based on 32 faults over the last 24 months				Based on 787 faults over the last 24 months			

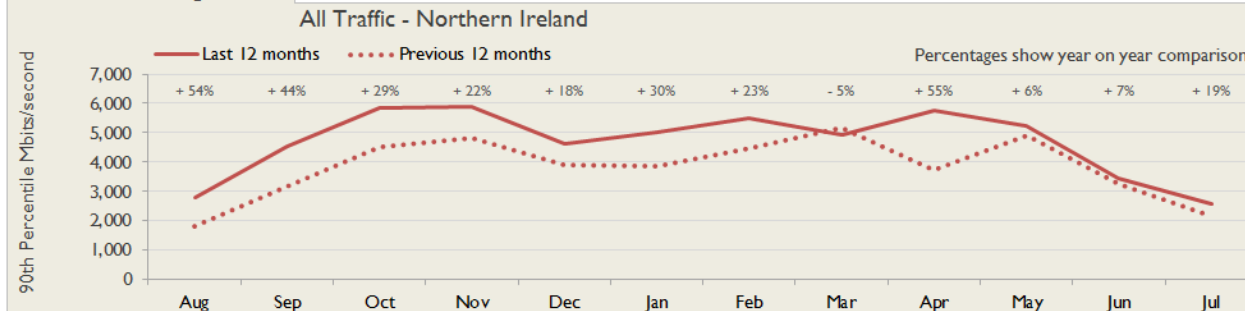
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Northern Ireland Service Outages - Last 12 Months

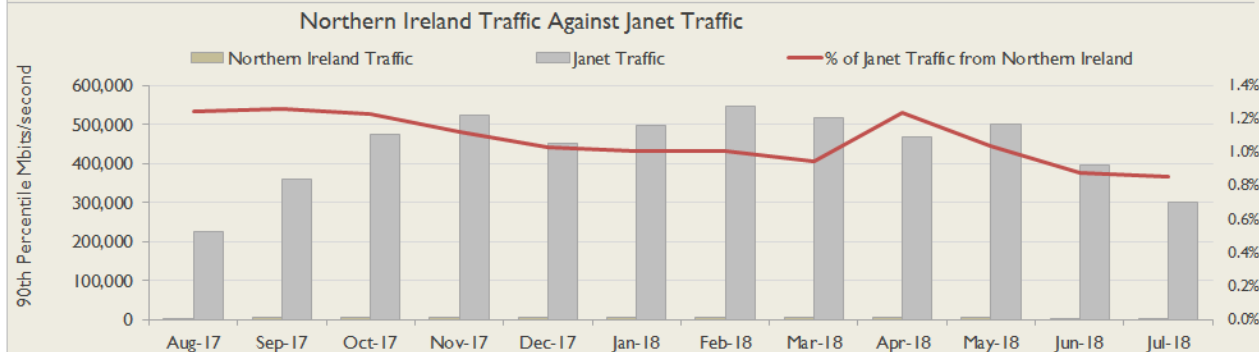
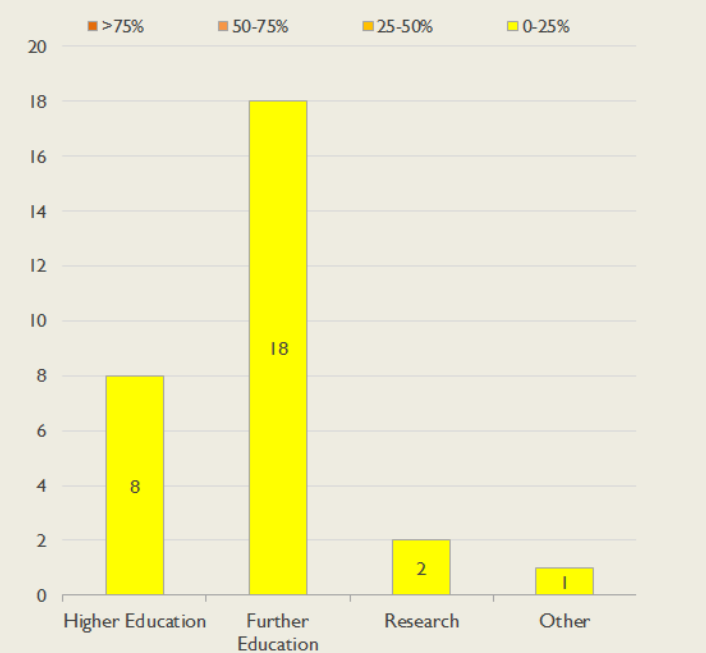


Connection Usage

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



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
Armagh Observatory											100%	100%	<12 Months
Belfast Metropolitan College, Castlereagh Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Belfast Metropolitan College, Springvale Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Classroom 2000	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Natural Environment Research Council, GSNI	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Northern Regional College, Ballymena Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	92.15%	100%	100%	99.34%
Northern Regional College, Coleraine Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Northern Regional College, Newtownabbey Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
North West Regional College, Limavady Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
North West Regional College, Strand Road Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
South Eastern Regional College, Bangor Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
South Eastern Regional College, Downpatrick Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
South Eastern Regional College, Lisburn Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Southern Regional College, Armagh Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Southern Regional College, Newry Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Southern Regional College, Portadown Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%

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
South West College, Dungannon Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
South West College, Enniskillen Campus *	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
South West College, Omagh Campus										100%	100%	100%	<12 Months
South West College, Omagh Campus	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
St Mary's University College	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Stranmillis University College	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Open University, Belfast	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Queen's University of Belfast, Data Centre *	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Queen's University of Belfast, NIACE	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Ulster *	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%

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
Belfast Metropolitan College, Castlereagh Campus	23/07/2018 08:10	23/07/2018 09:04	00:00	00:54	Regional Network Emergency Maintenance	Emergency power maintenance
Northern Regional College, Newtownabbey Campus	23/07/2018 08:10	23/07/2018 09:04	00:00	00:54	Regional Network Emergency Maintenance	Emergency power maintenance
Southern Regional College, Armagh Campus	26/07/2018 12:45	26/07/2018 13:40	00:00	00:55	Customer Environment	Power outage
South Eastern Regional College, Bangor Campus	30/07/2018 00:29	30/07/2018 02:33	00:00	02:04	Unknown reason for outage	Unknown
The Queen's University of Belfast, NIACE	23/07/2018 08:10	23/07/2018 09:04	00:00	00:54	Regional Network Emergency Maintenance	Emergency power maintenance
The Open University, Belfast	23/07/2018 08:10	23/07/2018 09:04	00:00	00:54	Regional Network Emergency Maintenance	Emergency power maintenance
Natural Environment Research Council, GSNI	23/07/2018 08:10	23/07/2018 09:04	00:00	00:54	Regional Network Emergency Maintenance	Emergency power maintenance