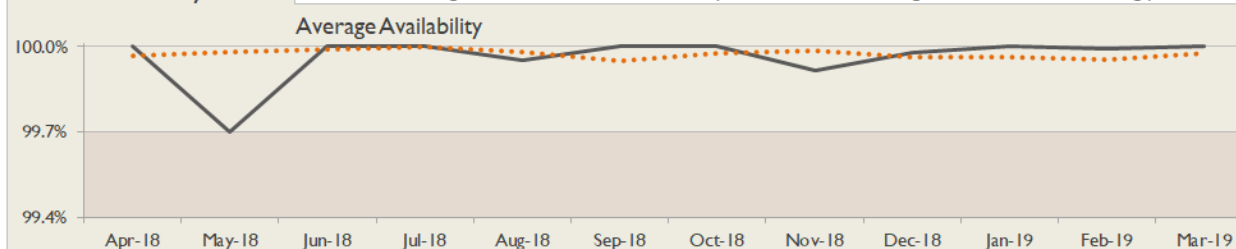# janet
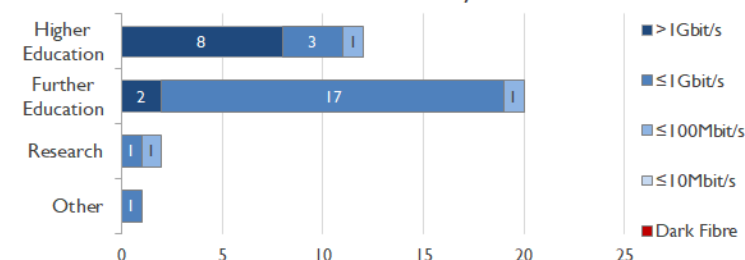
Northern Ireland Service Report

March 2019

Jisc

Service Reliability

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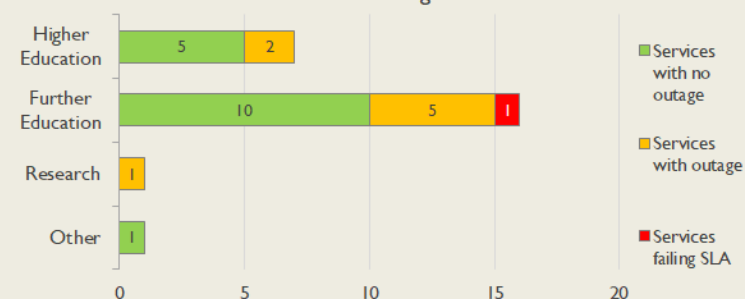
Average Availability

Connections in Northern Ireland by Contractual Bandwidth

Legend:
- ■ >1Gbit/s
- ■ ≤1Gbit/s
- ■ ≤100Mbit/s
- □ ≤10Mbit/s
- ■ Dark Fibre

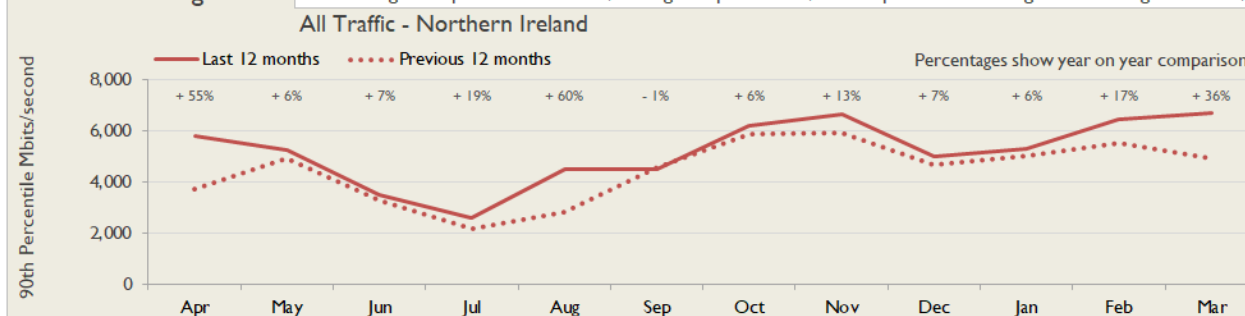|	Average Availability of All Services in Northern Ireland				Average Availability of All Services in Janet			
	Mar 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
	100%	0	99.96%	198	99.98%	11	99.97%	138
	Mean Time to Repair	Average Faults per Service per Year			Mean Time to Repair		Average Faults per Service per Year	
	2h 37m	0.65			5h 05m		0.35	
	Based on 39 faults over the last 24 months				Based on 829 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

Legend:
- ■ Services with no outage
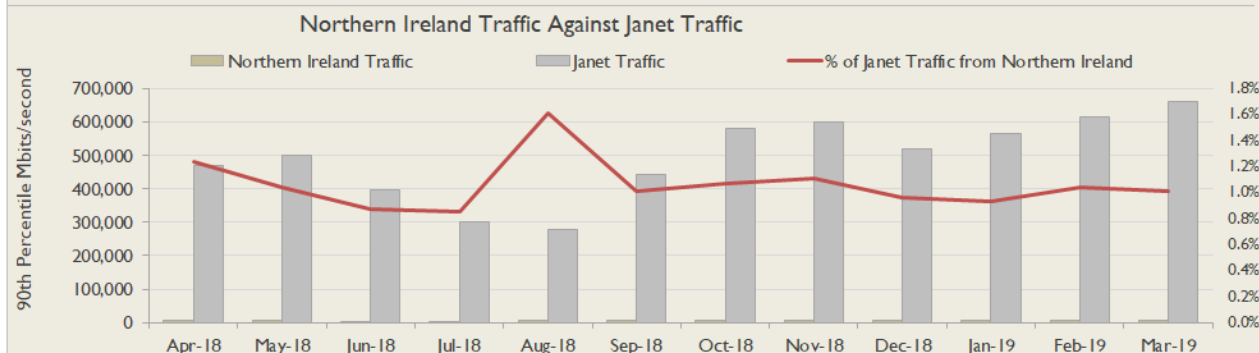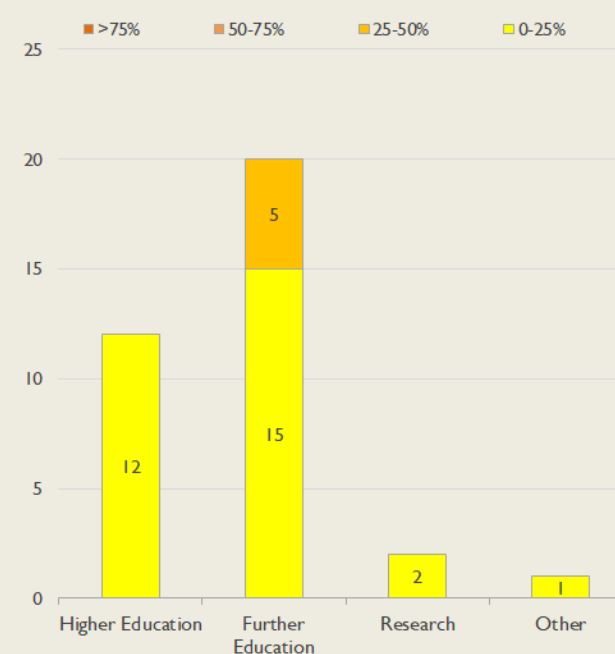- ■ Services with outage
- ■ Services failing SLA

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

All Traffic - Northern Ireland

Legend: — Last 12 months ⋯ Previous 12 months

Percentages show year on year comparison

+ 55%   + 6%   + 7%   + 19%   + 60%   - 1%   + 6%   + 13%   + 7%   + 6%   + 17%   + 36%

% Utilisation of Available Contractual Bandwidth at 90th Percentile

Legend:
- ■ >75%
- ■ 50-75%
- ■ 25-50%
- ■ 0-25%

Northern Ireland Traffic Against Janet Traffic

Legend: ■ Northern Ireland Traffic ■ Janet Traffic — % of Janet Traffic from Northern Ireland

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	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	12 Month Rolling Availability
Armagh Observatory			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Belfast Metropolitan College, Castlereagh Campus	100%	100%	100%	100%	100%	100%	100%	99.76%	99.36%	100%	99.75%	100%	99.91%
Belfast Metropolitan College, Springvale Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Classroom 2000	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, GSNI	100%	100%	100%	100%	100%	100%	100%	99.76%	100%	100%	100%	100%	99.98%
Northern Regional College, Ballymena Campus	100%	92.15%	100%	100%	100%	100%	100%	99.76%	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%	100%	98.68%	100%	100%	99.59%	100%	100%	100%	100%	99.86%
North West Regional College, Limavady Campus	100%	100%	100%	100%	100%	100%	100%	99.76%	100%	100%	100%	100%	99.98%
North West Regional College, May Street *						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%	100%	99.71%	100%	100%	100%	100%	99.98%
Southern Regional College, Newry Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	12 Month Rolling Availability
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%
South West College, Netpath Service		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
South West College, Omagh Campus	100%	100%	100%	100%	100%	100%	100%	99.76%	100%	100%	100%	100%	99.98%
St Mary's University College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stranmillis University College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Belfast	100%	100%	100%	100%	100%	100%	100%	99.76%	100%	100%	100%	100%	99.98%
The Queen's University of Belfast, Data Centre *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Queen's University of Belfast, NIACE	100%	100%	100%	100%	100%	100%	100%	99.76%	100%	100%	100%	100%	99.98%
University of Ulster, Coleraine Campus Netpath Classic												100%	<12 Months
University of Ulster, Coleraine & Magee *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Ulster, Jordanstown & Belfast *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Ulster, Magee Campus Netpath Classic												100%	<12 Months

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