



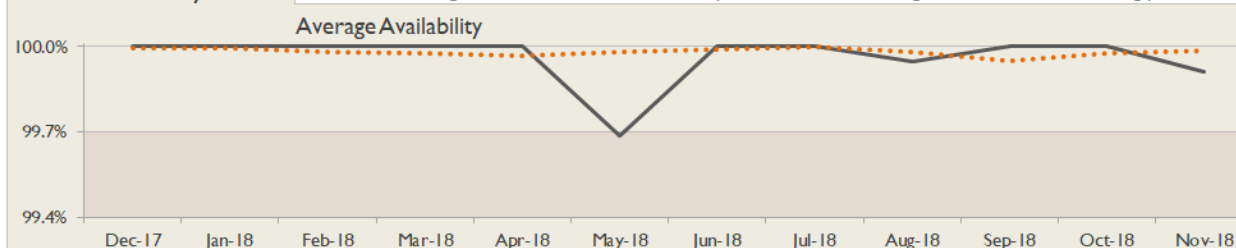
## Northern Ireland Service Report

November 2018

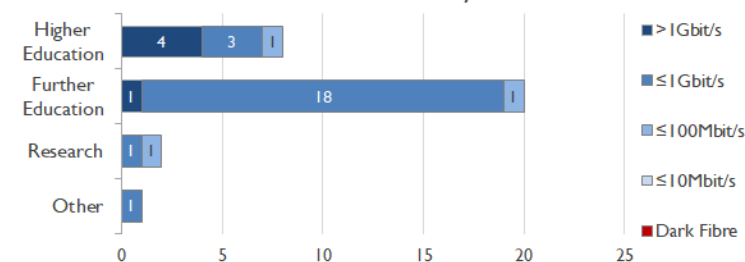


## Service Reliability

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



## Connections in Northern Ireland by Contractual Bandwidth

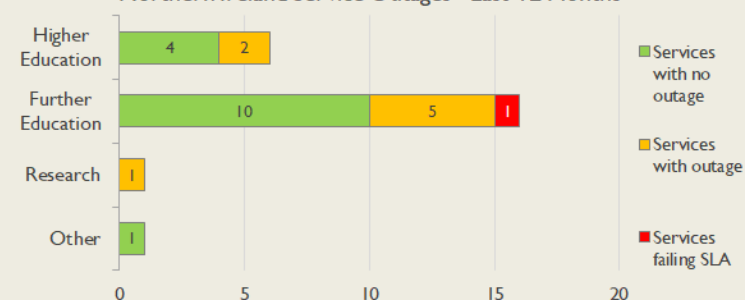


## Average Availability of All Services in Northern Ireland

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
99.91%	38	99.96%	199	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	
2h 55m		0.81		4h 30m		0.34	
Based on 44 faults over the last 24 months				Based on 786 faults over the last 24 months			

## Average Availability of All Services in Janet

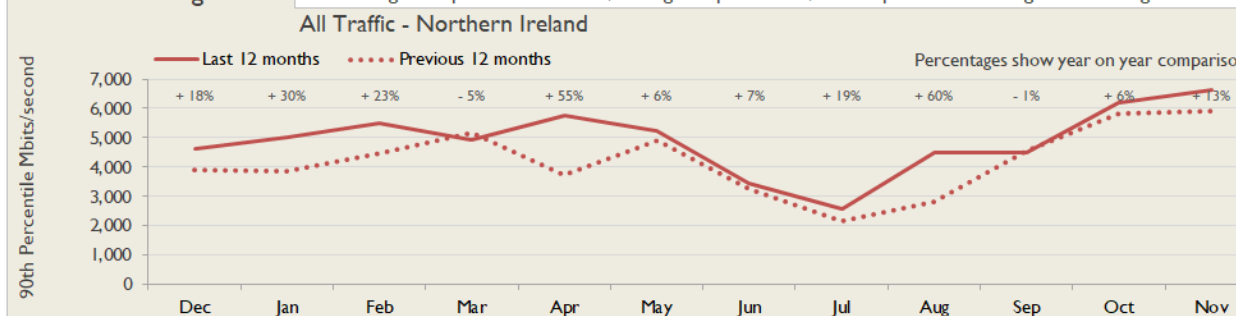
## Northern Ireland Service Outages - Last 12 Months



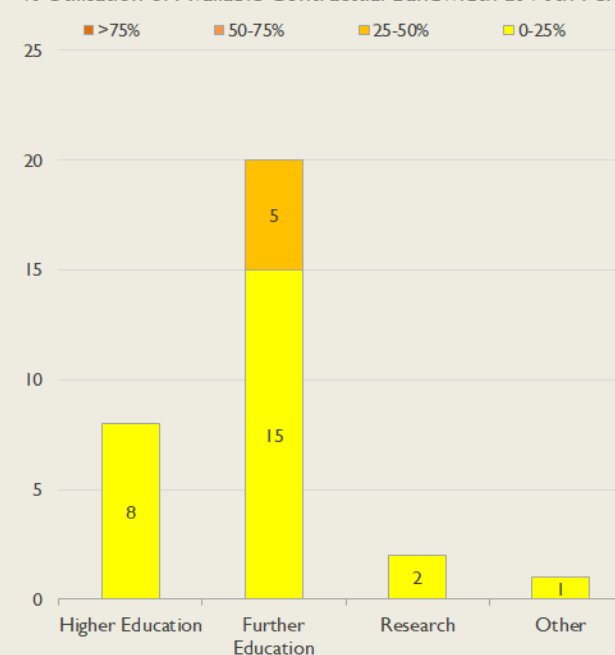
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

## Connection Usage

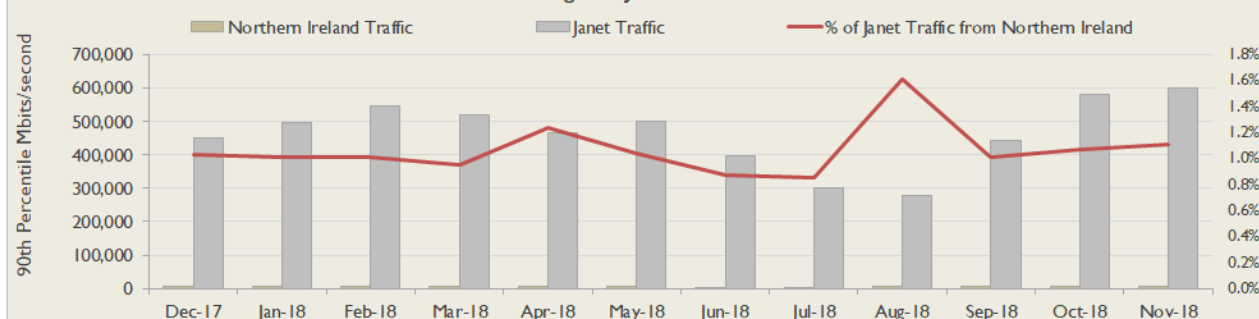
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



## % Utilisation of Available Contractual Bandwidth at 90th Percentile



## Northern Ireland 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
Armagh Observatory							100%	100%	100%	100%	100%	100%	<12 Months
Belfast Metropolitan College, Castlereagh Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.76%	99.98%
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%	100%	100%	100%	100%	99.76%	99.98%
Northern Regional College, Ballymena Campus	100%	100%	100%	100%	100%	92.15%	100%	100%	100%	100%	100%	99.76%	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%	100%	100%	100%	100%	98.68%	100%	100%	99.59%	99.86%
North West Regional College, Limavady Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.76%	99.98%
North West Regional College, May Street *										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%	100%	100%	100%	100%	99.71%	99.98%
Southern Regional College, Newry Campus	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
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%	<12 Months
South West College, Omagh Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.76%	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%	100%	100%	100%	100%	99.76%	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%	100%	100%	100%	100%	99.76%	99.98%
University of Ulster *	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
Belfast Metropolitan College, Castlereagh Campus	13/11/2018 08:03	13/11/2018 09:45	00:00	01:42	Regional Network Unscheduled Maintenance	PoP UPS maintenance we were not made aware of
Northern Regional College, Ballymena Campus	13/11/2018 08:03	13/11/2018 09:45	00:00	01:42	Regional Network Unscheduled Maintenance	PoP UPS maintenance we were not made aware of
Northern Regional College, Newtownabbey Campus	13/11/2018 08:03	13/11/2018 09:45	00:00	01:42	Regional Network Unscheduled Maintenance	PoP UPS maintenance we were not made aware of
Northern Regional College, Newtownabbey Campus	13/11/2018 09:45	13/11/2018 10:59	00:00	01:14	Regional Network Unscheduled Maintenance	PoP UPS maintenance we were not made aware of
The Queen's University of Belfast, Data Centre, via New Library	23/11/2018 08:45	23/11/2018 09:09	00:00	00:24	Customer Other	Routing issue
Southern Regional College, Armagh Campus	13/11/2018 08:03	13/11/2018 09:45	00:00	01:42	Regional Network Unscheduled Maintenance	PoP UPS maintenance we were not made aware of
Southern Regional College, Armagh Campus	13/11/2018 09:45	13/11/2018 10:10	00:00	00:25	Regional Network Unscheduled Maintenance	PoP UPS maintenance we were not made aware of

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
South West College, Enniskillen Campus, Link 1	22/11/2018 08:35	22/11/2018 15:19	01:19	05:25	Managed Router Equipment	MRS router became unresponsive
South West College, Enniskillen Campus, Link 2	14/11/2018 01:20	14/11/2018 01:44	00:00	00:24	Unknown reason for outage	Unknown
South West College, Omagh Campus	13/11/2018 08:03	13/11/2018 09:45	00:00	01:42	Regional Network Unscheduled Maintenance	PoP UPS maintenance we were not made aware of
University of Ulster, Jordanstown Campus	13/11/2018 08:03	13/11/2018 09:45	00:00	01:42	Regional Network Unscheduled Maintenance	PoP UPS maintenance we were not made aware of
North West Regional College, Limavady Campus	13/11/2018 08:03	13/11/2018 09:45	00:00	01:42	Regional Network Unscheduled Maintenance	PoP UPS maintenance we were not made aware of
The Queen's University of Belfast, NIACE	13/11/2018 08:03	13/11/2018 09:45	00:00	01:42	Regional Network Unscheduled Maintenance	PoP UPS maintenance we were not made aware of
The Open University, Belfast	13/11/2018 08:03	13/11/2018 09:45	00:00	01:42	Regional Network Unscheduled Maintenance	PoP UPS maintenance we were not made aware of
Natural Environment Research Council, GSNI	13/11/2018 08:03	13/11/2018 09:45	00:00	01:42	Regional Network Unscheduled Maintenance	PoP UPS maintenance we were not made aware of