



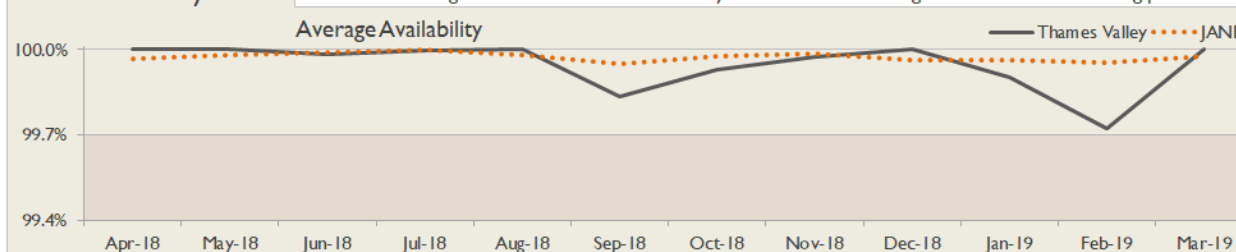
Thames Valley Service Report

March 2019

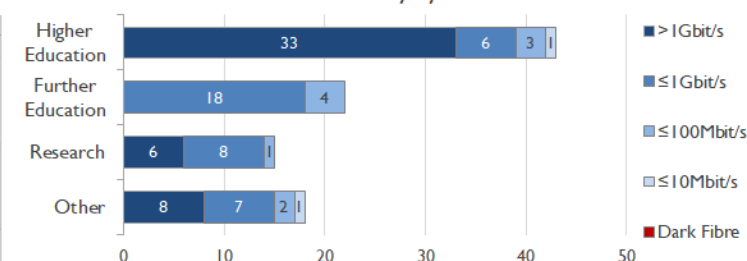


Service Reliability

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



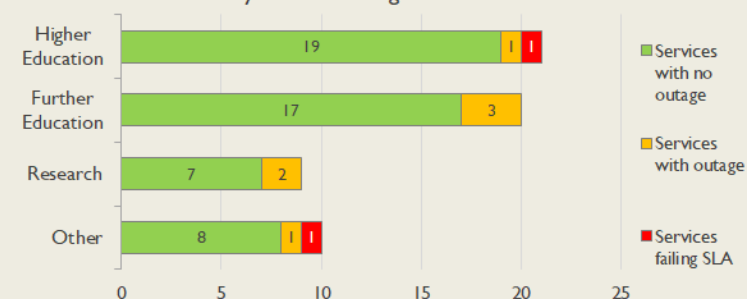
Connections in Thames Valley by Contractual Bandwidth



| Average Availability of All Services in Thames Valley | | | | 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 | 99.94% | 299 | 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 | |
| 12h 26m | | 0.21 | | 5h 05m | | 0.35 | |
| Based on 27 faults over the last 24 months | | | | Based on 829 faults over the last 24 months | | | |

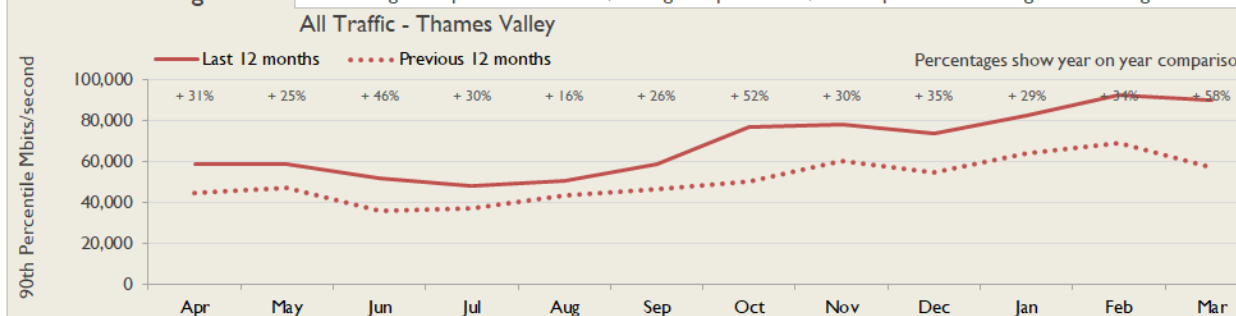
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Thames Valley Service Outages - Last 12 Months

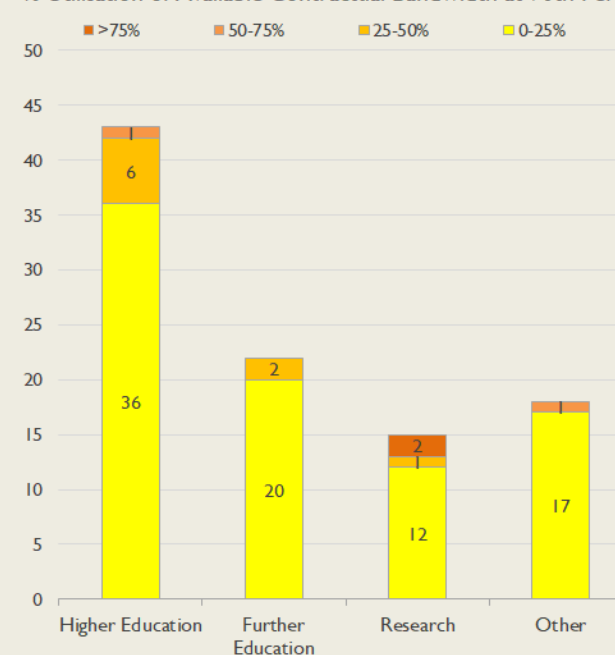


Connection Usage

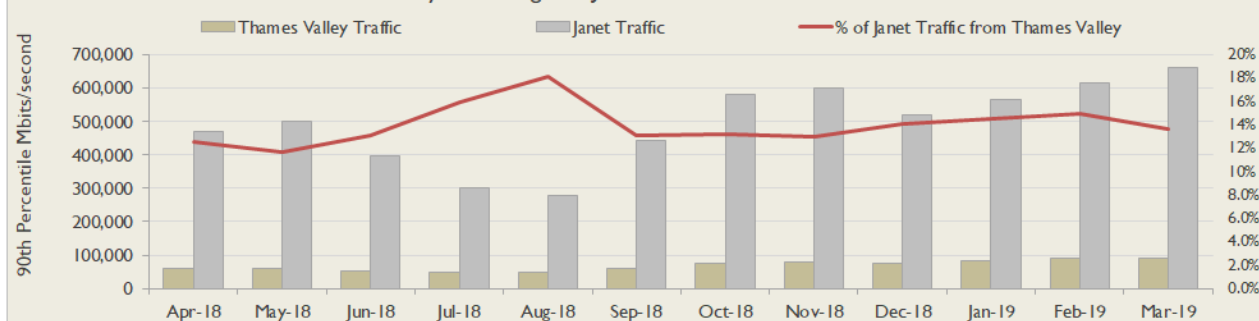
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



Thames Valley 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 | 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 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| Abingdon and Witney College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Activate Learning, Bicester Technology Studio | 100% | 100% | 100% | 100% | 100% | 100% | 99.72% | 100% | 100% | 100% | 100% | 100% | 99.98% |
| Activate Learning, Highdown School | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Activate Learning, Oxford Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Activate Learning, Oxfordshire UTC | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Activate Learning, Reading College Campus | 100% | 99.98% | 99.13% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.93% |
| Activate Learning, UTC Reading | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Berkshire College of Agriculture | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Bracknell and Wokingham College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Bridge Fibre Limited | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Brunel University London, Netpath to Slough Data Centre | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| Buckinghamshire New University, High Wycombe Campus * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Buckinghamshire New University, University Campus Aylesbury Vale | 100% | 100% | 100% | 100% | 100% | 100% | 97.66% | 100% | 100% | 100% | 100% | 100% | 99.80% |
| European Centre for Medium-Range Weather Forecasts * | 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 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------------|
| European Centre for Medium-Range Weather Forecasts, Netpath Service | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Genome Research Limited, Data Centre * | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| Jisc Commercial Limited, Royal Agricultural University | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.90% | 100% | <12 Months |
| Jisc Commercial Limited, Syngenta | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Jisc Commercial Limited, UK Cloud Corsham | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Jisc Commercial Limited, UK Cloud Farnborough | 100% | 100% | 100% | 100% | 100% | 100% | 98.55% | 100% | 100% | 93.69% | 100% | 100% | 99.35% |
| King's College London, Data Centre Layer 2 * | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| King's College London, MS Express Route - Slough Data Centre * | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| King's College London, Slough Data Centre * | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| Medical Research Council, David Phillips Building | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Medical Research Council, MRC Harwell | 100% | 100% | 100% | 99.77% | 100% | 100% | 100% | 99.23% | 100% | 100% | 100% | 100% | 99.92% |
| National Film and Television School, Beaconsfield Studios | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Natural Environment Research Council, CEH, Wallingford * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Newbury College * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| New College Swindon | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Oxford Brookes University * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Queen Mary University of London, Data Centre * | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| Reading Borough Council, Personal & Community Development | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Royal Borough of Windsor and Maidenhead, Maidenhead | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Royal Borough of Windsor and Maidenhead, MS Express Route * | | | | | | | | | | 100% | 100% | 100% | <12 Months |

| 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 |
|---|--------|---------------|--------|--------|--------|---------------|---------------|---------------|--------|--------|---------------|--------|-------------------------------------|
| Royal Borough of Windsor and Maidenhead, Windsor | 100% | 99.98% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Ruskin College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Satellite Applications Catapult limited, Electron Building | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Science and Technology Facilities Council, Rutherford Appleton Laboratory * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Slough Borough Council, Personal & Community Development | 100% | 99.98% | 100% | 100% | 100% | 89.53% | 100% | 100% | 100% | 100% | 82.72% | 100% | 97.69% |
| Swindon College, via Swindon R-PoP | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Swindon College, via Telecity Powergate | 100% | 100% | 100% | 100% | 100% | 100% | 99.56% | 100% | 100% | 100% | 100% | 100% | 99.96% |
| The Buckinghamshire College Group, Amersham and Wycombe College * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The Buckinghamshire College Group, Aylesbury College * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The Faraday Institution | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.26% | 100% | 100% | 100% | 100% | 99.94% |
| The Francis Crick Institute Limited, Data Centre * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The Henley College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The University of Reading * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The University of Reading, Henley Business School | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The Windsor Forest Colleges Group, Langley Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The Windsor Forest Colleges Group, Strode's College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The Windsor Forest Colleges Group, Windsor Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| UK Research and Innovation, UKRI - Polaris House * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| United Kingdom Atomic Energy Authority * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University College London, Data Centre * | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |

| 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 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------------|
| University College London, Slough Data Centre * | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| University College of Estate Management | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Bristol, Data Centre Layer 2 * | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| University of Bristol, Data centre * | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| University of Bristol, Netpath to Slough Datacentre | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Leeds, JASMIN-1 IGE from JASMIN@RAL to Leeds University JLPID:1071 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Oxford * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Oxford, Bodleian Facility | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Oxford, Institute for Reproductive Services | 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 |
|---|---------------------|-------------------|---------------|----------------|----------------------------------|--|
| UK Research and Innovation, UKRI - Polaris House, Polaris House | 11/03/2019 10:57 | 11/03/2019 11:21 | 00:00 | 00:24 | Customer Unscheduled Maintenance | Customer unscheduled power maintenance |
| The Windsor Forest Colleges Group, Strode's College | 21/03/2019 01:06 | 21/03/2019 02:40 | 00:00 | 01:34 | Telco Scheduled Maintenance | Telco maintenance |