

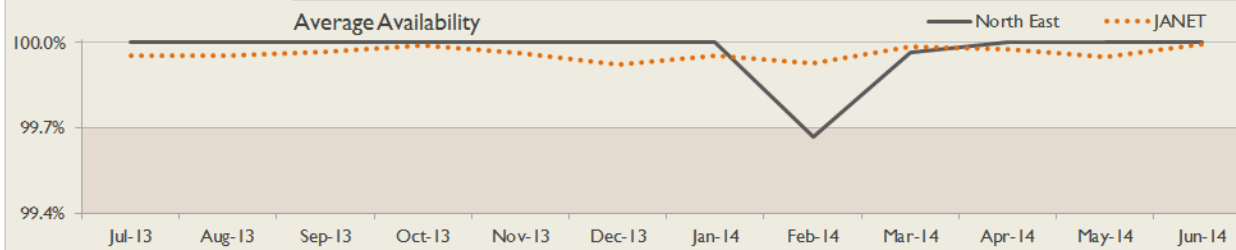


North East Service Report

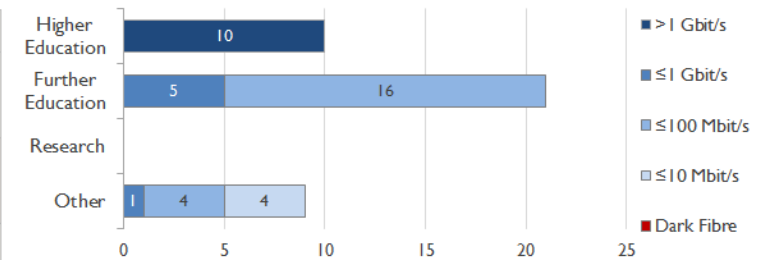
June 2014

Service Reliability

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

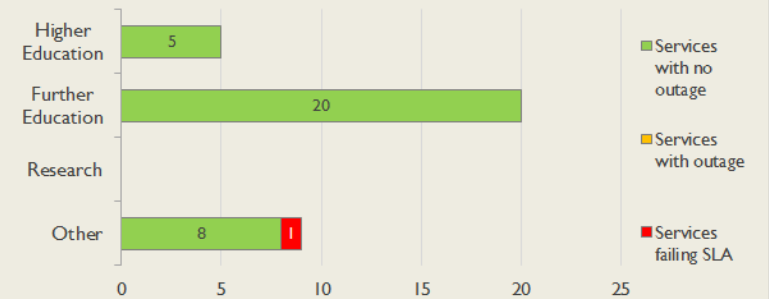


Connections in North East by Bandwidth



Average Availability of All Services in North East				Average Availability of All Services in Janet			
Jun 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jun 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.97%	161	>99.99%	3	99.96%	206
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
1h 44m		1.11		6h 06m		0.73	
Based on 78 faults over the last 24 months				Based on 1427 faults over the last 24 months			

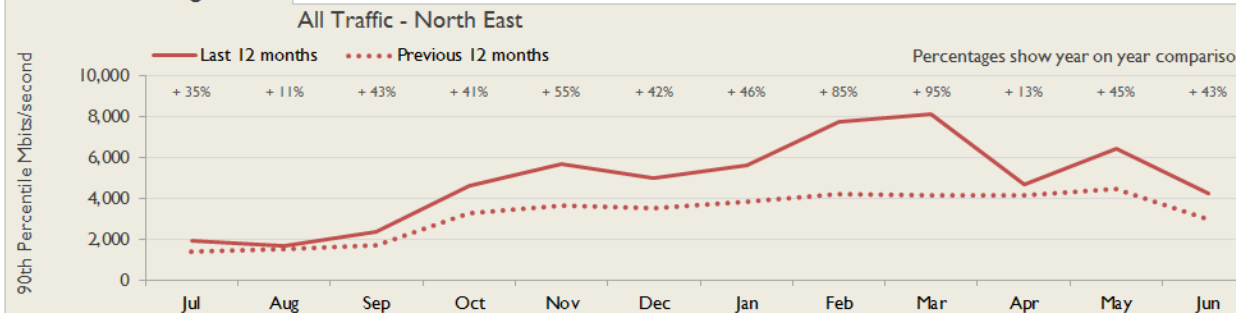
North East Service Outages - Last 12 Months



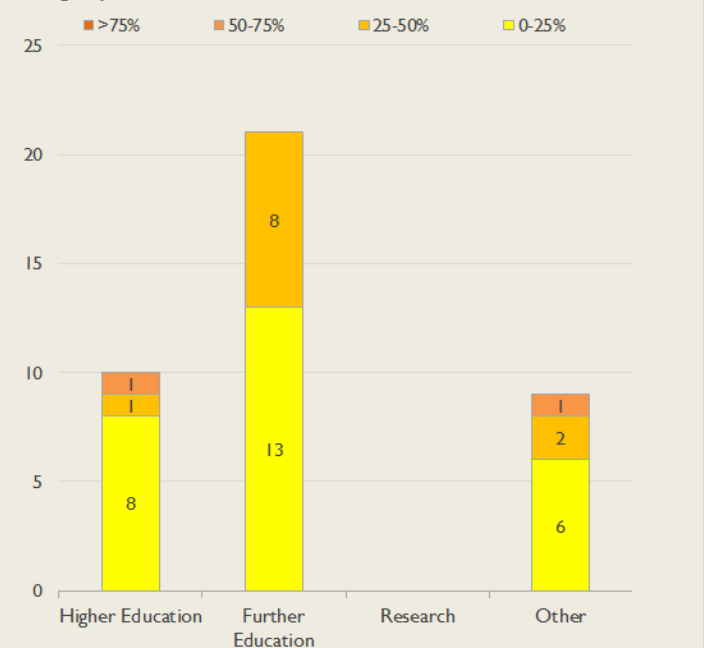
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

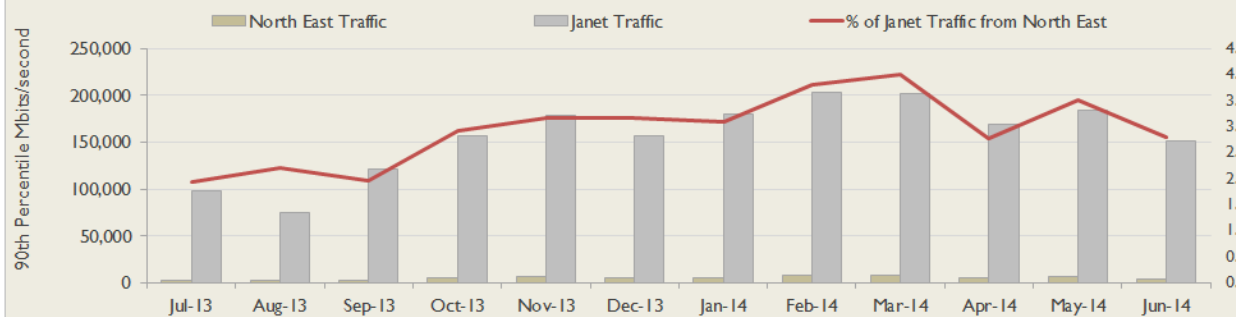
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



Usage by Connection - % of Available Bandwidth at 90th Percentile



North East 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

Where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted against its availability figures

Monthly and annual availabilities falling below 99.7% are highlighted

Service	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	12 Month Rolling Availability
Bishop Auckland College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Sunderland College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cleveland College of Art and Design	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Darlington College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Derwentside College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Durham County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Durham College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Education and Services for People with Autism Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gateshead College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hartlepool College of Further Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hartlepool Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middlesbrough College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middlesbrough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	88.39%	100%	100%	100%	100%	99.03%
New College, Durham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newcastle College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North East Autism Society	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northern Counties College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northumberland College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northumberland County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Prior Pursglove College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Queen Elizabeth Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redcar and Cleveland College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Mencap Society, Mencap National College - Dilston	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Tyneside College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Tyneside Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	12 Month Rolling Availability
Stockton Riverside College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Teesside University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tyne Metropolitan College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Durham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Newcastle upon Tyne	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Northumbria at Newcastle	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Sunderland	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Nottinghamshire College, Newcastle					100%	100%	100%	100%	98.79%	100%	100%	100%	<12 Months
Workers' Educational Association, Newcastle upon Tyne	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Connection outages this month

Maintenance outages are included in this table - only unscheduled maintenance is counted against availability.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
South Tyneside College	07/06/2014 09:11	07/06/2014 11:07	00:00	01:56	Customer Environment	Customer power failure
City of Sunderland College	12/06/2014 13:08	12/06/2014 13:28	00:00	00:20	Customer Unscheduled Maintenance	Site maintenance
University of Northumbria at Newcastle, Coach Lane Campus	17/06/2014 18:33	17/06/2014 19:05	00:00	00:32	Regional Scheduled Maintenance	Scheduled maintenance within NorMAN
Education and Services for People with Autism Limited	17/06/2014 18:33	17/06/2014 19:21	00:00	00:48	Regional Scheduled Maintenance	Scheduled maintenance within NorMAN
Tyne Metropolitan College	17/06/2014 18:33	17/06/2014 19:23	00:00	00:50	Regional Scheduled Maintenance	Scheduled maintenance within NorMAN
Northumberland College	17/06/2014 18:33	17/06/2014 19:28	00:00	00:55	Regional Scheduled Maintenance	Scheduled maintenance within NorMAN
Northumberland County Council, Personal & Community Development	17/06/2014 18:33	17/06/2014 19:28	00:00	00:55	Regional Scheduled Maintenance	Scheduled maintenance within NorMAN
South Tyneside Metropolitan Borough Council, Personal & Community Development	17/06/2014 18:33	17/06/2014 19:30	00:00	00:57	Regional Scheduled Maintenance	Scheduled maintenance within NorMAN
Northern Counties College	17/06/2014 18:33	17/06/2014 19:31	00:00	00:58	Regional Scheduled Maintenance	Scheduled maintenance within NorMAN
South Tyneside College	17/06/2014 18:33	17/06/2014 19:34	00:00	01:01	Regional Scheduled Maintenance	Scheduled maintenance within NorMAN
University of Newcastle upon Tyne, Old Library	17/06/2014 18:33	17/06/2014 20:56	00:00	02:23	Regional Scheduled Maintenance	Scheduled maintenance within NorMAN
University of Northumbria at Newcastle, Coach Lane Campus	17/06/2014 21:00	17/06/2014 21:08	00:00	00:08	Regional Emergency Maintenance	Maintenance over run time frame
North East Autism Society	19/06/2014 13:46	19/06/2014 14:02	00:00	00:16	Customer Unscheduled Maintenance	Customer unscheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of Northumbria at Newcastle, Coach Lane Campus	22/06/2014 09:34	22/06/2014 10:37	00:00	01:03	Customer Unscheduled Maintenance	Customer unscheduled maintenance