

janet

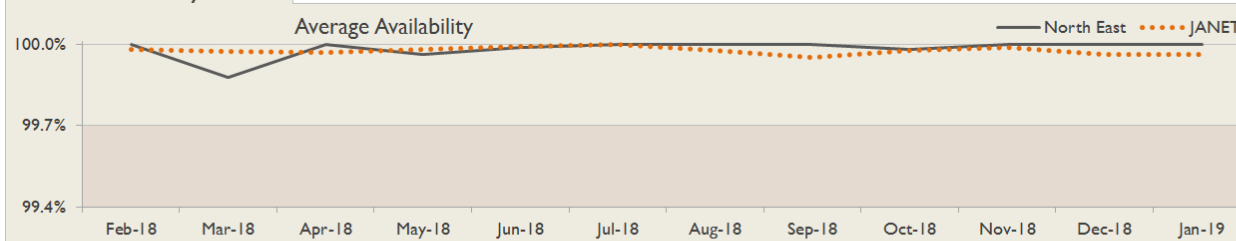
North East Service Report

January 2019



Service Reliability

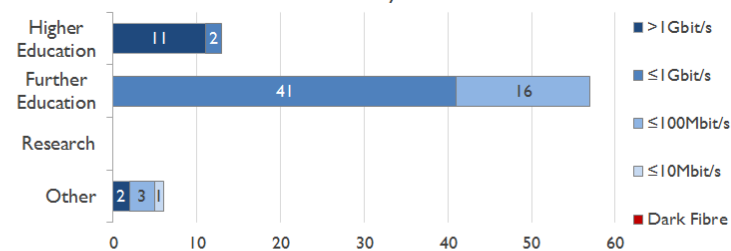
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



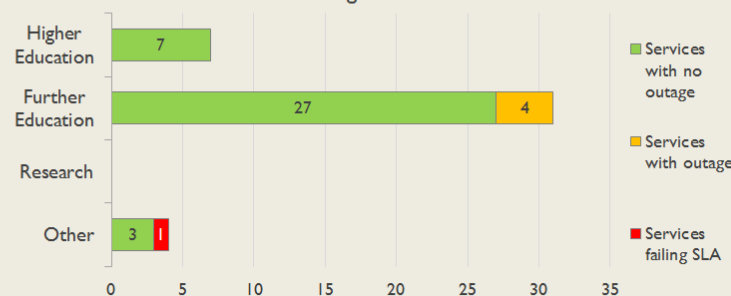
Average Availability of All Services in North East				Average Availability of All Services in Janet			
Jan 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jan 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.98%	83	99.96%	17	99.98%	127
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
7h 34m		0.25		5h 10m		0.33	
Based on 22 faults over the last 24 months				Based on 774 faults over the last 24 months			

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

Connections in North East by Contractual Bandwidth

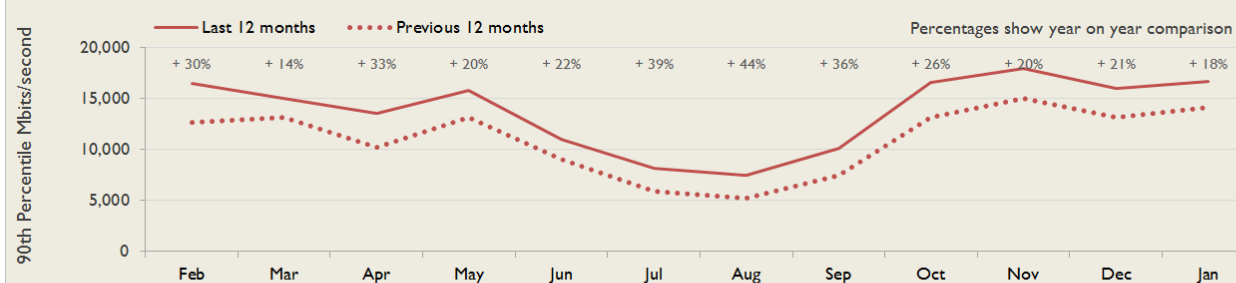


North East Service Outages - Last 12 Months

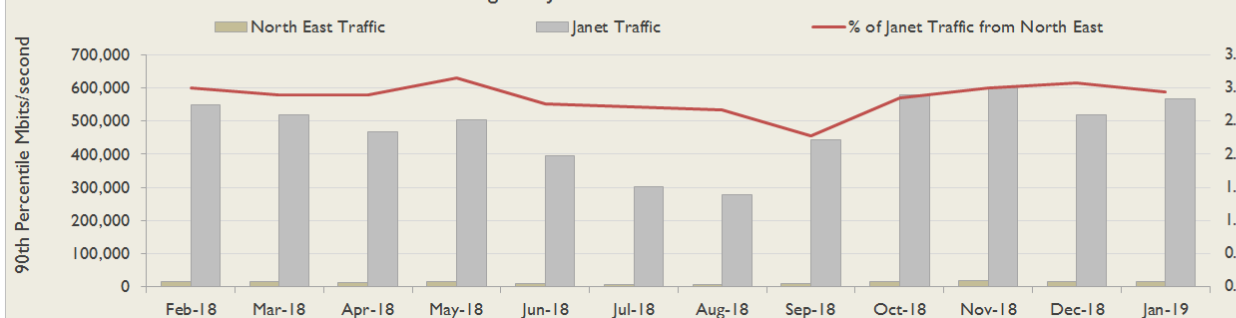


Connection Usage

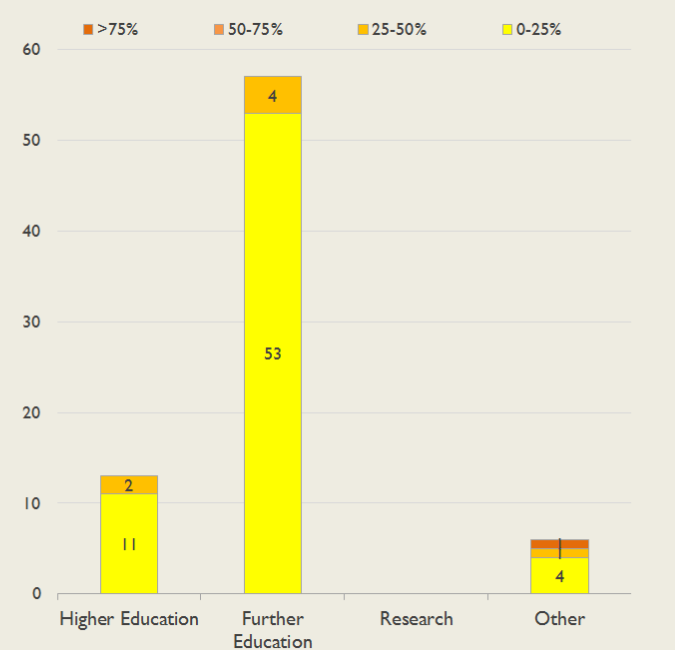
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted
All Traffic - North East



North East Traffic Against Janet Traffic



% 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	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	12 Month Rolling Availability
Bishop Auckland College, Woodhouse Lane Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Sunderland College, Bede Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Sunderland College, Hartlepool SFC *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Sunderland College, Sunderland to Hartlepool	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Sunderland College, Washington Campus	100%	100%	100%	98.36%	100%	100%	100%	100%	99.56%	100%	100%	100%	99.83%
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%	95.11%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.59%
East Durham College, Equine Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Durham College, Houghall Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Durham College, Peterlee Campus *	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, via Teeside University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	12 Month Rolling Availability
Hartlepool College of Further Education, via Telehouse West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Rolls Royce	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%	100%	100%	100%	100%	100%	100%
NCG, Newcastle College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College Durham, ICT Services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College Durham, Sports Building	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	99.97%
Northumberland College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Percy Hedley 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%
South Tyneside Council, Personal & Community Development *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockton Riverside College, via Teeside University *	100%	100%	100%	100%	99.46%	100%	100%	100%	100%	100%	100%	100%	99.95%
Teesside University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tees Valley Collaborative Trust, Prior Pursglove College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tees Valley Collaborative Trust, Stockton Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cambian Group, Mencap Dilston College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Northern School of Art, CCAD Hartlepool	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Northern School of Art, CCAD Middlesbrough *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Northern School of Art, Church Street						100%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	12 Month Rolling Availability
Tyne Coast College, South Tyneside College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tyne Coast College, 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 Durham, Arthur Holmes Building - Holliday Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Durham, HPC						100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Durham, Josephine Butler Building - Wolfson Building	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%
Workers' Educational Association, North East	100%	99.74%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%

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
East Durham College, Peterlee Campus, via Sunderland University	31/01/2019 09:15	31/01/2019 10:19	00:00	01:04	Customer Environment	Wide area power failure
East Durham College, Peterlee Campus, Backup	31/01/2019 09:15	31/01/2019 10:19	00:00	01:04	Customer Environment	Wide area power failure
Teesside University, Middlesbrough Tower	04/01/2019 20:56	05/01/2019 10:12	00:00	13:16	Regional Network Scheduled Maintenance	Scheduled maintenance