

janet

North East Service Report

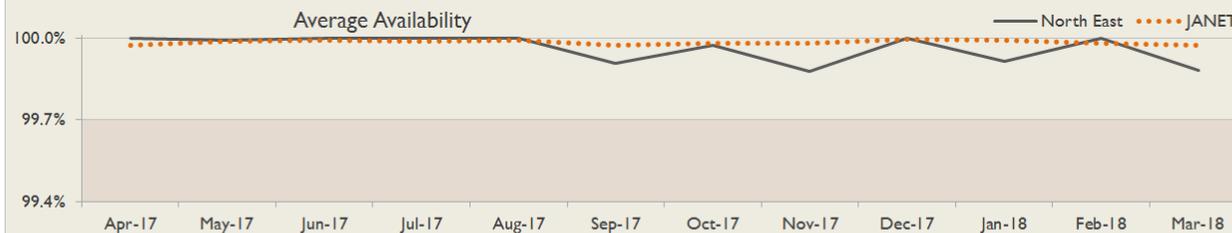
March 2018



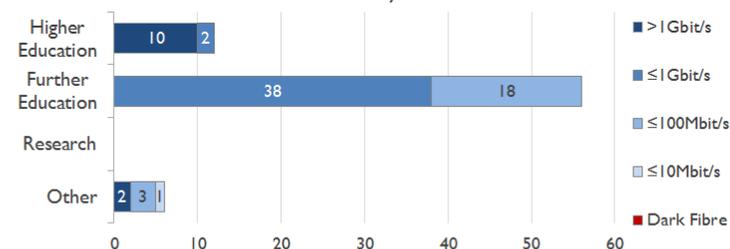


Service Reliability

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



Connections in North East by Contractual Bandwidth



| Average Availability of All Services in North East |  |                                     |  | Average Availability of All Services in Janet |  |                                     |  |
|--|--|-------------------------------------|--|---|--|-------------------------------------|--|
| Mar 2018   | Equivalent Unavailability in Minutes per Service | 12 Months Rolling                   | Equivalent Unavailability in Minutes per Service | Mar 2018                                      | Equivalent Unavailability in Minutes per Service | 12 Months Rolling                   | Equivalent Unavailability in Minutes per Service |
| 99.88%   | 53   | 99.96%                              | 204  | 99.97%  | 11   | 99.98%                              | 82   |
| Mean Time to Repair                                |  | Average Faults per Service per Year |  | Mean Time to Repair                           |  | Average Faults per Service per Year |  |
| 6h 03m   |  | 0.30                                |  | 4h 57m  |  | 0.38                                |  |
| Based on 26 faults over the last 24 months         |  |                                     |  | Based on 875 faults over the last 24 months   |  |                                     |  |

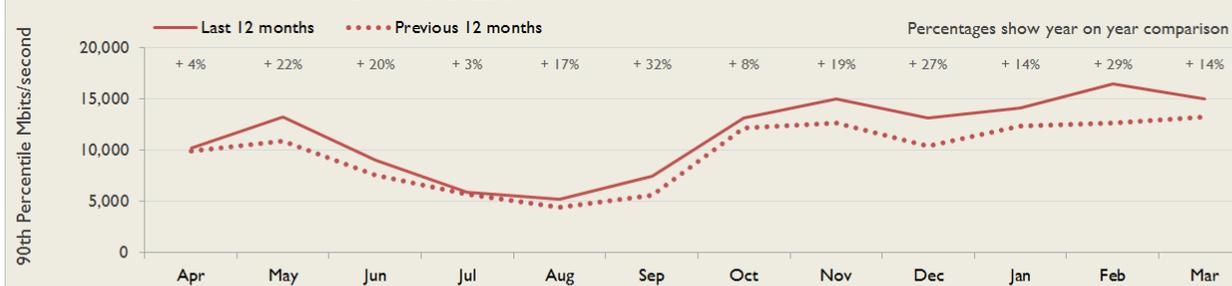
North East Service Outages - Last 12 Months



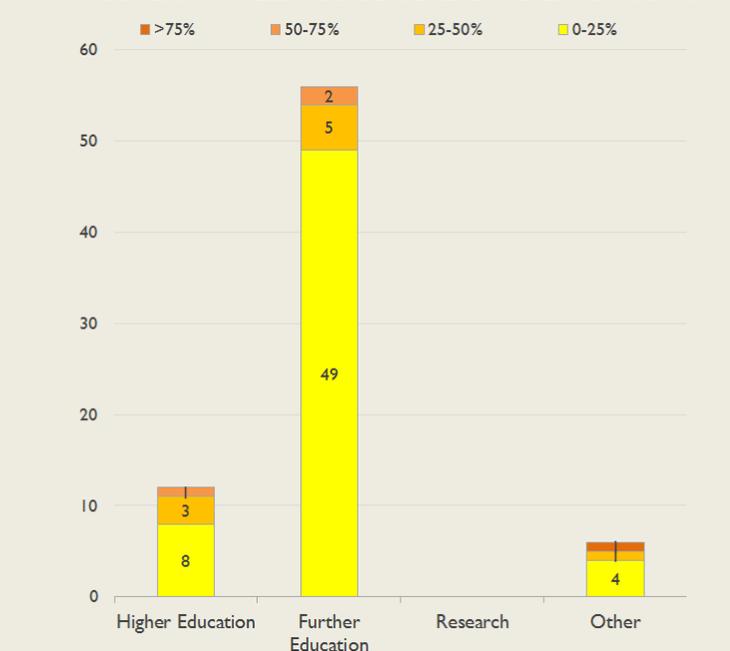
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

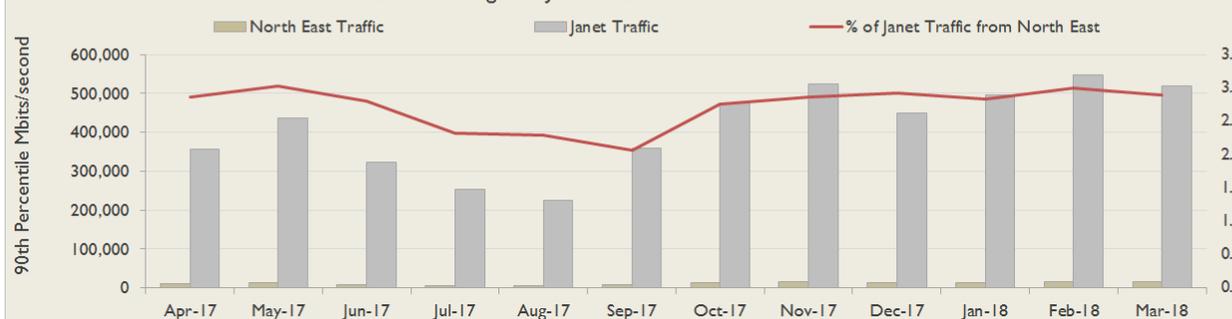
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% Utilisation of Available Contractual 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

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 17 | May 17        | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17        | Nov 17        | Dec 17 | Jan 18 | Feb 18 | Mar 18        | 12 Month Rolling Availability |
|---|--------|---------------|--------|--------|--------|--------|---------------|---------------|--------|--------|--------|---------------|-------------------------------|
| Bishop Auckland College, Woodhouse Lane Campus [1]                | 100%   | <b>99.87%</b> | 100%   | 100%   | 100%   | 100%   | 100%          | 100%          | 100%   | 100%   | 100%   | 100%          | <b>99.99%</b>                 |
| Bishop Auckland College, Woodhouse Lane Campus [2] *              | 100%   | 100%          | 100%   | 100%   | 100%   | 100%   | <b>98.91%</b> | 100%          | 100%   | 100%   | 100%   | 100%          | <b>99.91%</b>                 |
| Cleveland College of Art and Design, CCAD Hartlepool              | 100%   | 100%          | 100%   | 100%   | 100%   | 100%   | 100%          | <b>99.90%</b> | 100%   | 100%   | 100%   | 100%          | <b>&gt;99.99%</b>             |
| Cleveland College of Art and Design, CCAD Middlesbrough *         | 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%   | <b>95.11%</b> | <b>99.59%</b>                 |
| East Durham College, Houghall Campus                              | 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%                          |
| Hartlepool College of Further Education, via Telehouse West       | 100%   | <b>99.87%</b> | 100%   | 100%   | 100%   | 100%   | 100%          | 100%          | 100%   | 100%   | 100%   | 100%          | <b>99.99%</b>                 |

| Service  | Apr 17 | May 17        | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17        | Dec 17 | Jan 18        | Feb 18 | Mar 18 | 12 Month Rolling Availability |
|--|--------|---------------|--------|--------|--------|--------|--------|---------------|--------|---------------|--------|--------|-------------------------------|
| 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%   | <b>99.87%</b> | 100%   | 100%   | 100%   | 100%   | 100%   | 100%          | 100%   | 100%          | 100%   | 100%   | <b>99.99%</b>                 |
| 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%   | <b>97.35%</b> | 100%   | 100%          | 100%   | 100%   | <b>99.78%</b>                 |
| Queen Elizabeth Sixth Form College *                           | 100%   | 100%          | 100%   | 100%   | 100%   | 100%   | 100%   | 100%          | 100%   | 100%          | 100%   | 100%   | 100%                          |
| Redcar and Cleveland College, via Teeside University *         | 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%   | 100%   | 100%   | 100%   | 100%          | 100%   | 100%          | 100%   | 100%   | 100%                          |
| Sunderland College, Bede Campus *                              | 100%   | 100%          | 100%   | 100%   | 100%   | 100%   | 100%   | 100%          | 100%   | 100%          | 100%   | 100%   | 100%                          |
| Sunderland College, Hartlepool SFC *                           | 100%   | 100%          | 100%   | 100%   | 100%   | 100%   | 100%   | 100%          | 100%   | 100%          | 100%   | 100%   | 100%                          |
| Sunderland College, Sunderland to Hartlepool                   |        |               |        |        |        |        |        | 100%          | 100%   | 100%          | 100%   | 100%   | <12 Months                    |
| Sunderland College, Washington Campus                          | 100%   | 100%          | 100%   | 100%   | 100%   | 100%   | 100%   | <b>99.90%</b> | 100%   | <b>96.27%</b> | 100%   | 100%   | <b>99.68%</b>                 |
| 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%                          |

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|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| 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%   | 97.42% | 100%   | 100%   | 100%   | 100%   | 99.78%                        |
| 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%   | <12 Months                    |
| University of Durham, Josephine Butler Building - Wolfson Building |        |        |        |        |        | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | <12 Months                    |
| 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%   | 100%   | 100%   | 100%   | 100%   | 96.06% | 100%   | 100%   | 100%   | 100%   | 100%   | 99.74% | 99.65%                        |

## 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                  |
|--|---------------------|-------------------|---------------|----------------|--------------------------------|------------------------------|
| Education and Services for People with Autism Limited, via Sunderland University | 03/03/2018 06:18    | 04/03/2018 06:51  | 00:00         | 24:33          | Customer Environment           | Power issues at ESPA 1 and 2 |
| Education and Services for People with Autism Limited, via Sunderland University | 05/03/2018 07:52    | 05/03/2018 13:08  | 00:00         | 05:16          | Customer Environment           | Power issues at ESPA 1 & 2   |
| Education and Services for People with Autism Limited, via Sunderland University | 05/03/2018 19:41    | 05/03/2018 21:25  | 00:00         | 01:44          | Customer Scheduled Maintenance | Customer power maintenance   |
| Education and Services for People with Autism Limited, Backup                    | 03/03/2018 06:18    | 04/03/2018 06:51  | 00:00         | 24:33          | Customer Environment           | Power issues at ESPA 1 and 2 |
| Education and Services for People with Autism Limited, Backup                    | 05/03/2018 07:52    | 05/03/2018 13:08  | 00:00         | 05:16          | Customer Environment           | Power issues at ESPA 1 & 2   |
| Education and Services for People with Autism Limited, Backup                    | 05/03/2018 19:41    | 05/03/2018 21:25  | 00:00         | 01:44          | Customer Scheduled Maintenance | Customer power maintenance   |
| Redcar and Cleveland College, Link 1   | 05/03/2018 18:53    | 05/03/2018 19:22  | 00:00         | 00:29          | Customer Environment           | Wide area power outage       |
| Redcar and Cleveland College, Link 2   | 05/03/2018 18:53    | 05/03/2018 19:22  | 00:00         | 00:29          | Customer Environment           | Wide area power outage       |
| Teesside University, Middlesbrough Tower   | 27/03/2018 07:05    | 27/03/2018 07:15  | 00:00         | 00:10          | Customer Scheduled Maintenance | Customer router maintenance  |
| Workers' Educational Association, North East                                     | 29/03/2018 12:21    | 29/03/2018 13:37  | 00:00         | 01:16          | Telco Line                     | Telco fibre break            |

| Connection                                   | Start Date and Time | End Date and Time | Parking hh:mm | Duration hh:mm | Fault Type                          | Description                     |
|--|---------------------|-------------------|---------------|----------------|-------------------------------------|---------------------------------|
| Workers' Educational Association, North East | 31/03/2018 00:40    | 31/03/2018 01:18  | 00:00         | 00:38          | Telco<br>Unscheduled<br>Maintenance | Telco testing re-spliced fibres |
| Durham County Council                        | 29/03/2018 12:21    | 31/03/2018 00:07  | 00:00         | 35:46          | Telco Line                          | Telco fibre break               |
| Durham County Council                        | 31/03/2018 00:40    | 31/03/2018 01:18  | 00:00         | 00:38          | Telco<br>Unscheduled<br>Maintenance | Telco testing re-spliced fibres |
| New College Durham, Sports Building          | 13/03/2018 06:52    | 13/03/2018 08:07  | 00:00         | 01:15          | Customer<br>Environment             | Customer power outage           |