



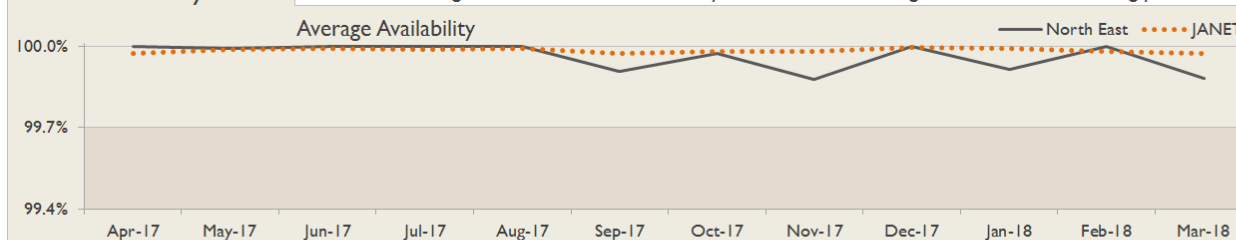
North East Service Report

March 2018



Service Reliability

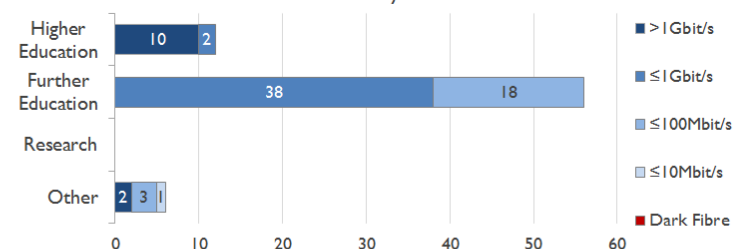
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



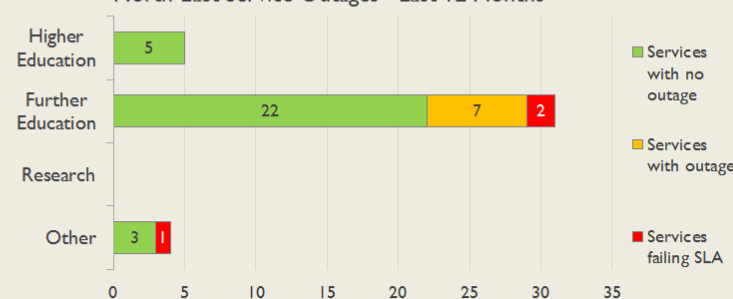
Average Availability of All Services in North East				Average Availability of All Services in Janet			
Mar 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	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			

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

Connections in North East by Contractual Bandwidth

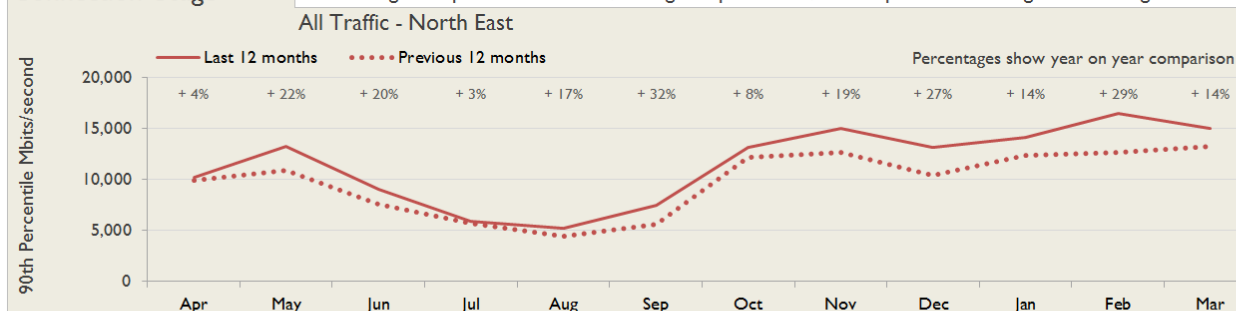


North East Service Outages - Last 12 Months

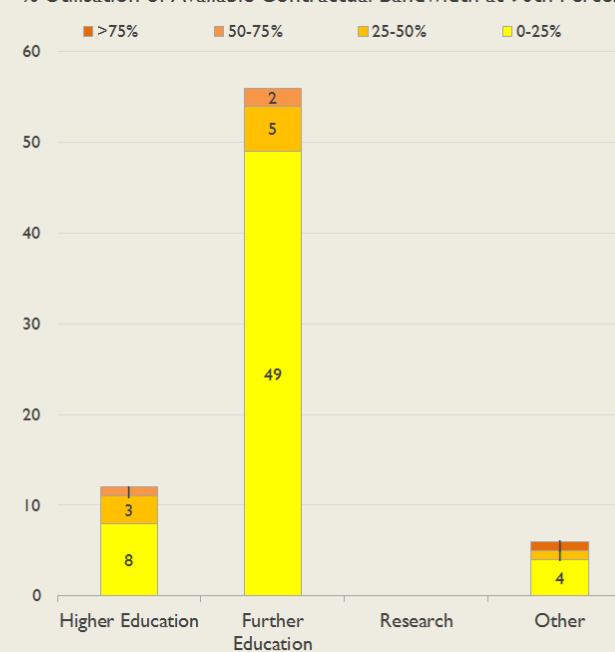


Connection Usage

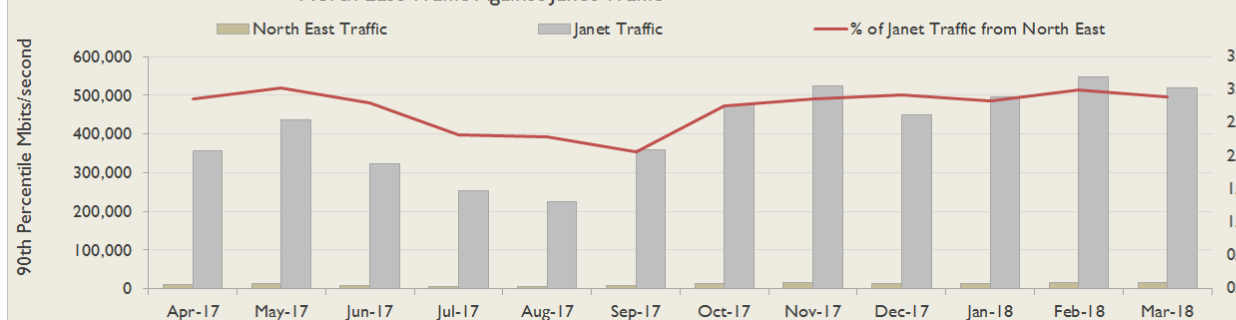
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% 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%	99.87%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
Bishop Auckland College, Woodhouse Lane Campus [2] *	100%	100%	100%	100%	100%	100%	98.91%	100%	100%	100%	100%	100%	99.91%
Cleveland College of Art and Design, CCAD Hartlepool	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	>99.99%
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%	95.11%	99.59%
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%	99.87%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%

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%	99.87%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
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%	97.35%	100%	100%	100%	100%	99.78%
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%	99.90%	100%	96.27%	100%	100%	99.68%
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%

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
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 Unscheduled 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 Unscheduled 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 Environment	Customer power outage