

janet

North East Service Report

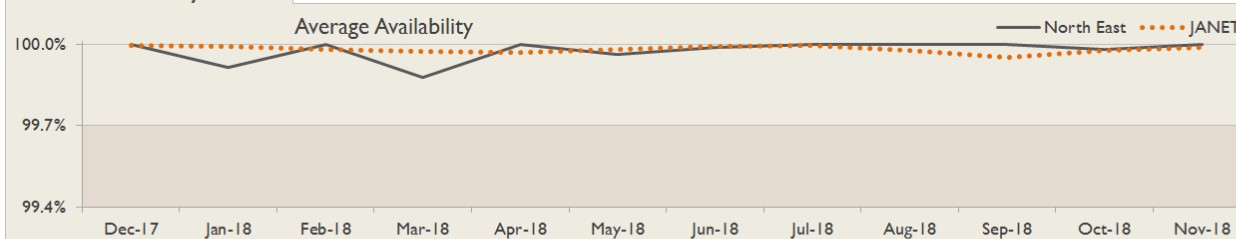
November 2018





Service Reliability

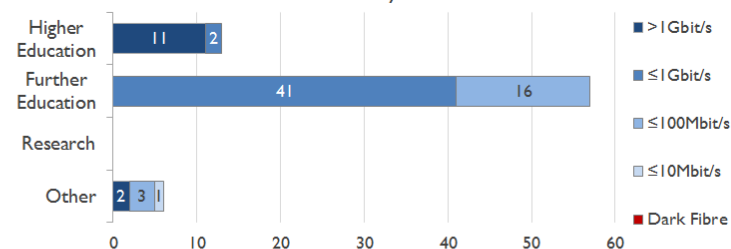
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



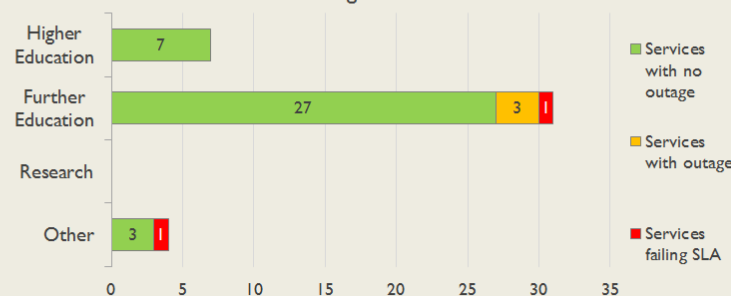
| Average Availability of All Services in North East |  |                                     |  | Average Availability of All Services in Janet |  |                                     |  |
|--|--|-------------------------------------|--|---|--|-------------------------------------|--|
| Nov 2018   | Equivalent Unavailability in Minutes per Service | 12 Months Rolling                   | Equivalent Unavailability in Minutes per Service | Nov 2018                                      | Equivalent Unavailability in Minutes per Service | 12 Months Rolling                   | Equivalent Unavailability in Minutes per Service |
| 100%   | 0  | 99.98%                              | 121  | 99.99%  | 6  | 99.98%                              | 99   |
| Mean Time to Repair                                |  | Average Faults per Service per Year |  | Mean Time to Repair                           |  | Average Faults per Service per Year |  |
| 7h 34m   |  | 0.25                                |  | 4h 30m  |  | 0.34                                |  |
| Based on 22 faults over the last 24 months         |  |                                     |  | Based on 786 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

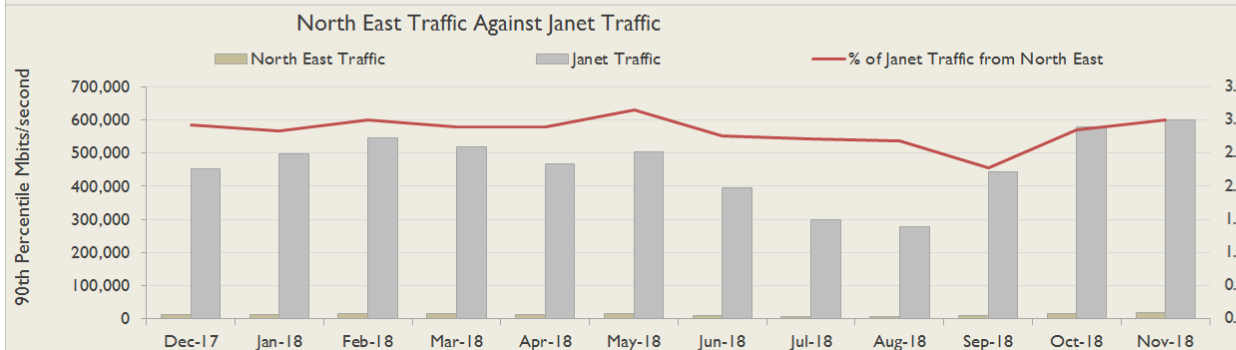
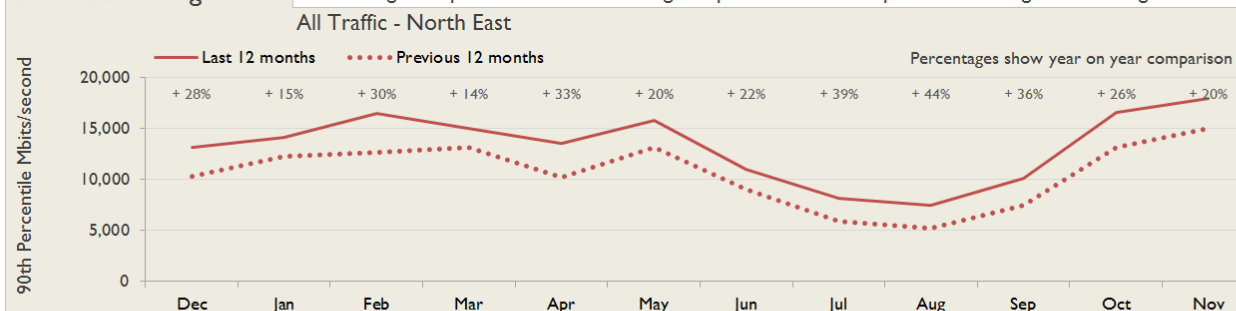


North East Service Outages - Last 12 Months

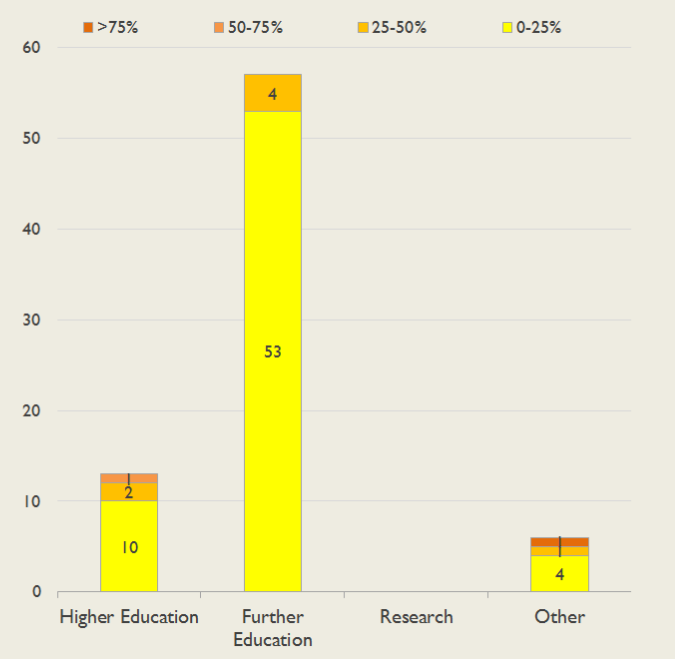


Connection Usage

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



## 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   | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 | Aug 18 | Sep 18 | Oct 18 | Nov 18 | 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%   | 96.27% | 100%   | 100%   | 100%   | 98.36% | 100%   | 100%   | 100%   | 100%   | 99.56% | 100%   | 99.52%                        |
| 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%   | 95.11% | 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  | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | Jul 18 | Aug 18 | Sep 18 | Oct 18 | Nov 18 | 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%   | 100%   | 100%   | 99.60% | 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%   | 100%   | 100%   | 99.46% | 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%   | <12 Months                    |

| Service  | Dec 17 | Jan 18 | Feb 18 | Mar 18        | Apr 18 | May 18 | Jun 18 | Jul 18 | Aug 18 | Sep 18 | Oct 18 | Nov 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%   | 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%   | <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%   | 100%   | 100%   | <b>99.74%</b> | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | <b>99.98%</b>                 |

## 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                                 |
|--|---------------------|-------------------|---------------|----------------|--|---|
| Gateshead College                                  | 06/11/2018 08:12    | 06/11/2018 08:36  | 00:00         | 00:24          | Regional Network Scheduled Maintenance | Scheduled maintenance                       |
| The Cambian Group, Mencap Dilston College          | 06/11/2018 08:12    | 06/11/2018 08:36  | 00:00         | 00:24          | Regional Network Scheduled Maintenance | Scheduled maintenance                       |
| Percy Hedley College, Backup                       | 06/11/2018 08:12    | 06/11/2018 08:36  | 00:00         | 00:24          | Regional Network Scheduled Maintenance | Scheduled maintenance                       |
| New College Durham, ICT Services                   | 01/11/2018 23:04    | 02/11/2018 05:50  | 00:00         | 06:46          | Telco Scheduled Maintenance            | Telco maintenance rebuilding the local node |
| NCG, Newcastle College                             | 06/11/2018 08:12    | 06/11/2018 08:36  | 00:00         | 00:24          | Regional Network Scheduled Maintenance | Scheduled maintenance                       |
| Northumberland College, Backup                     | 06/11/2018 08:12    | 06/11/2018 08:36  | 00:00         | 00:24          | Regional Network Scheduled Maintenance | Scheduled maintenance                       |
| Tyne Coast College, South Tyneside College, Backup | 06/11/2018 08:12    | 06/11/2018 08:36  | 00:00         | 00:24          | Regional Network Scheduled Maintenance | Scheduled maintenance                       |

| Connection   | Start Date and Time | End Date and Time | Parking hh:mm | Duration hh:mm | Fault Type                             | Description                                 |
|--|---------------------|-------------------|---------------|----------------|--|---|
| South Tyneside Council, Personal & Community Development, Backup | 06/11/2018 08:12    | 06/11/2018 08:36  | 00:00         | 00:24          | Regional Network Scheduled Maintenance | Scheduled maintenance                       |
| Tyne Coast College, Tyne Metropolitan College, Backup            | 06/11/2018 08:12    | 06/11/2018 08:36  | 00:00         | 00:24          | Regional Network Scheduled Maintenance | Scheduled maintenance                       |
| Workers' Educational Association, North East                     | 06/11/2018 08:12    | 06/11/2018 08:36  | 00:00         | 00:24          | Regional Network Scheduled Maintenance | Scheduled maintenance                       |
| East Durham College, Houghall Campus, Backup                     | 08/11/2018 08:45    | 08/11/2018 10:21  | 00:00         | 01:36          | Unknown reason for outage              | Unknown                                     |
| East Durham College, Houghall Campus, Primary Connection         | 08/11/2018 08:45    | 08/11/2018 10:21  | 00:00         | 01:36          | Unknown reason for outage              | Unknown                                     |
| East Durham College, Equine Centre                               | 01/11/2018 23:04    | 02/11/2018 05:50  | 00:00         | 06:46          | Telco Scheduled Maintenance            | Telco maintenance rebuilding the local node |