

janet

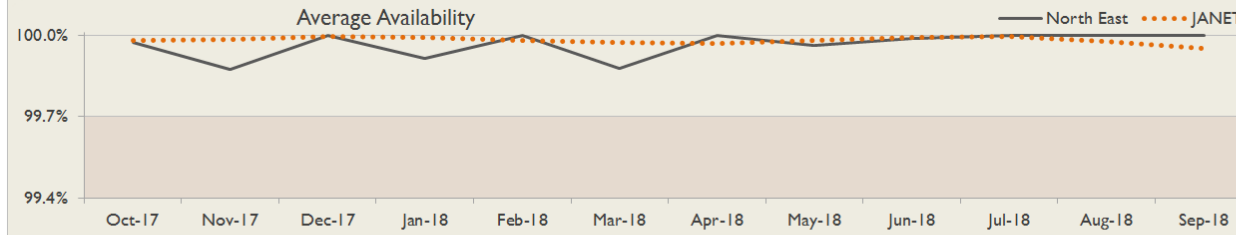
North East Service Report

September 2018



Service Reliability

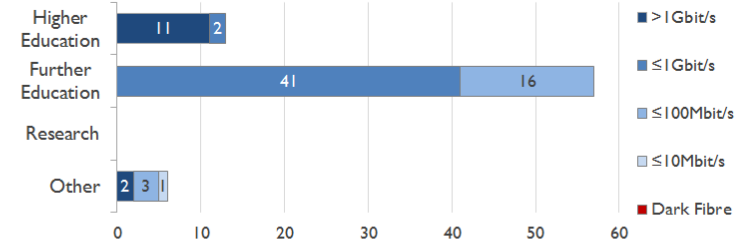
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



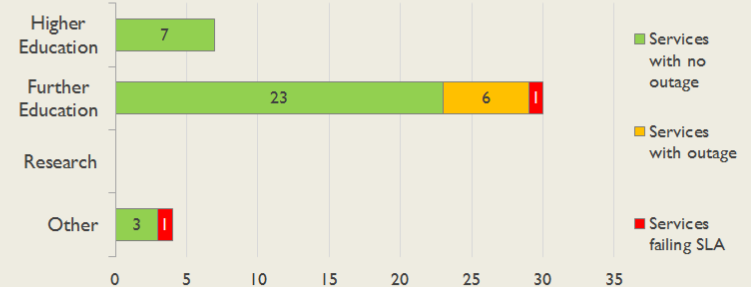
Average Availability of All Services in North East				Average Availability of All Services in Janet			
Sep 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Sep 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.97%	180	99.95%	21	99.98%	97
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
8h 05m		0.23		5h 00m		0.33	
Based on 20 faults over the last 24 months				Based on 761 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

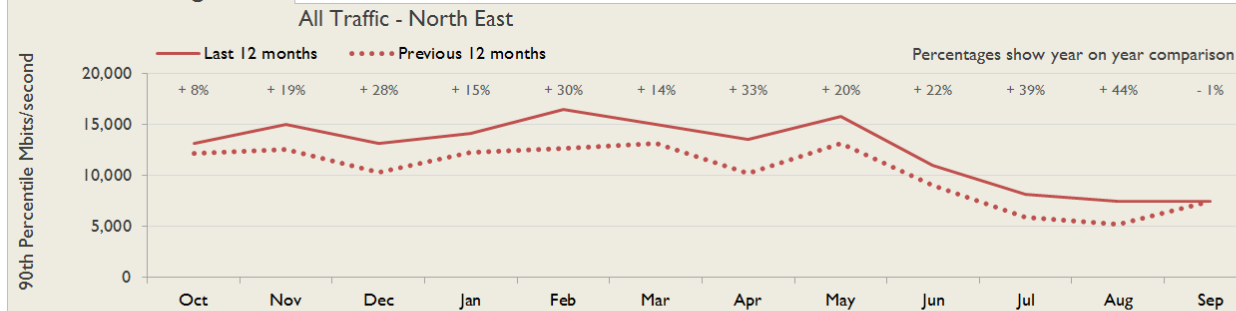


North East Service Outages - Last 12 Months

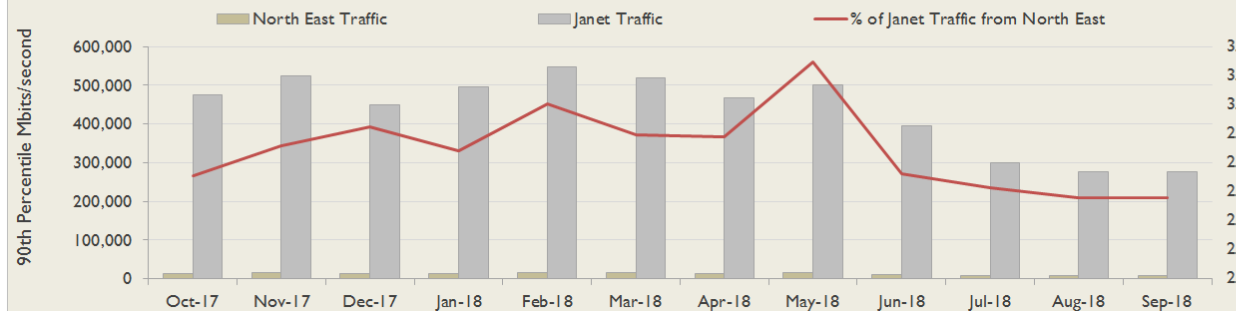


Connection Usage

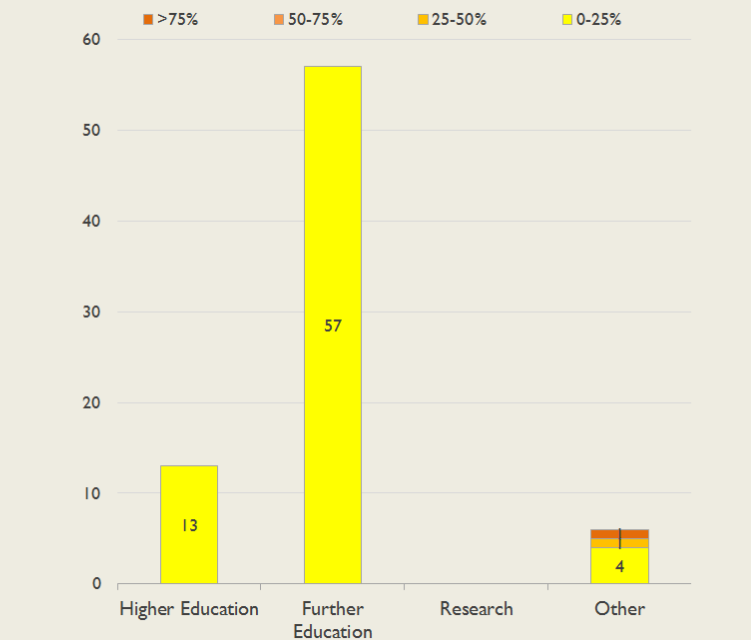
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



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	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	12 Month Rolling Availability
Bishop Auckland College, Woodhouse Lane Campus *	98.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
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%	95.11%	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%
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%

Service	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	12 Month Rolling Availability
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%	100%	100%	100%
Northumberland College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Percy Hedley College *	100%	97.35%	100%	100%	100%	100%	100%	100%	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 *	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%	99.46%	100%	100%	100%	99.95%
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%	100%	100%	100%	100%	100%	100%	<12 Months
Sunderland College, Washington Campus	100%	99.90%	100%	96.27%	100%	100%	100%	98.36%	100%	100%	100%	100%	99.54%
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%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	<12 Months
Tyne Coast College, South Tyneside College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	12 Month Rolling Availability
Tyne Coast College, Tyne Metropolitan College *	100%	97.42%	100%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	100%
University of Durham, HPC										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%	100%	100%	99.74%	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
Bishop Auckland College, Woodhouse Lane Campus, via London Telehouse West	18/09/2018 01:16	18/09/2018 01:36	00:00	00:20	Telco Scheduled Maintenance	Scheduled maintenance
Bishop Auckland College, Woodhouse Lane Campus, via London Telehouse West	21/09/2018 07:01	21/09/2018 07:26	00:00	00:25	Regional Network Scheduled Maintenance	Emergency software upgrade
Darlington College, via Telehouse West	18/09/2018 01:16	18/09/2018 01:36	00:00	00:20	Telco Scheduled Maintenance	Scheduled maintenance
The Cambian Group, Mencap Dilston College	19/09/2018 11:51	19/09/2018 17:35	00:00	05:44	Customer Environment	Site wide power outage
The Cambian Group, Mencap Dilston College, Backup	19/09/2018 11:51	19/09/2018 17:35	00:00	05:44	Customer Environment	Site wide power outage
University of Newcastle upon Tyne, Claremont Tower	10/09/2018 20:01	10/09/2018 21:00	00:00	00:59	Customer Unscheduled Maintenance	Customer unscheduled router maintenance
University of Newcastle upon Tyne, Old Library	10/09/2018 17:45	10/09/2018 18:59	00:00	01:14	Customer Unscheduled Maintenance	Customer unscheduled router maintenance
University of Newcastle upon Tyne, Old Library	10/09/2018 19:51	10/09/2018 20:05	00:00	00:14	Customer Unscheduled Maintenance	Customer unscheduled router maintenance
Northumberland College, via Teleticity Powergate	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Hartlepool College of Further Education, via Telehouse West	18/09/2018 01:16	18/09/2018 01:36	00:00	00:20	Telco Scheduled Maintenance	Scheduled maintenance
Hartlepool College of Further Education, via Telehouse West	21/09/2018 07:01	21/09/2018 07:26	00:00	00:25	Regional Network Scheduled Maintenance	Emergency software upgrade
Sunderland College, Washington Campus	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance
The Northern School of Art, CCAD Hartlepool	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance
New College Durham, Sports Building	18/09/2018 01:16	18/09/2018 01:36	00:00	00:20	Telco Scheduled Maintenance	Scheduled maintenance
New College Durham, Sports Building	19/09/2018 13:51	19/09/2018 14:35	00:00	00:44	Customer Environment	Power tripped
New College Durham, Sports Building	21/09/2018 07:01	21/09/2018 07:26	00:00	00:25	Regional Network Scheduled Maintenance	Emergency software upgrade