

janet

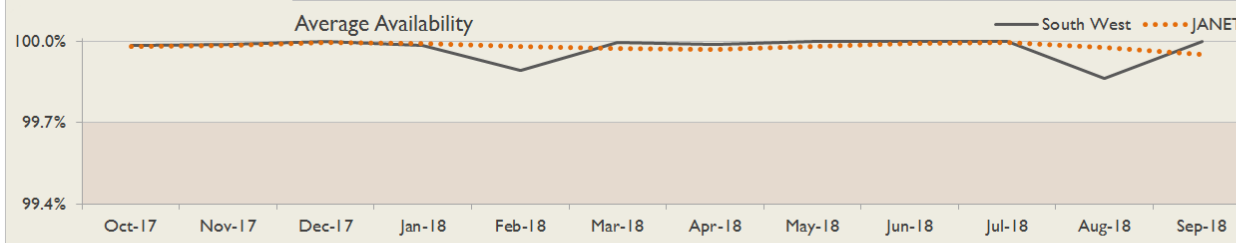
South West Service Report

September 2018

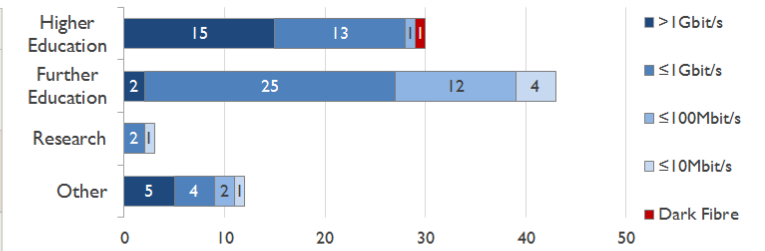


Service Reliability

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

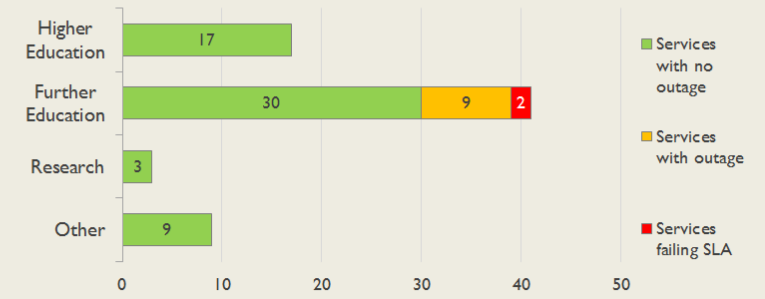


Connections in South West by Contractual Bandwidth



Average Availability of All Services in South West				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%	134	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	
6h 32m		0.36		5h 00m		0.33	
Based on 52 faults over the last 24 months				Based on 761 faults over the last 24 months			

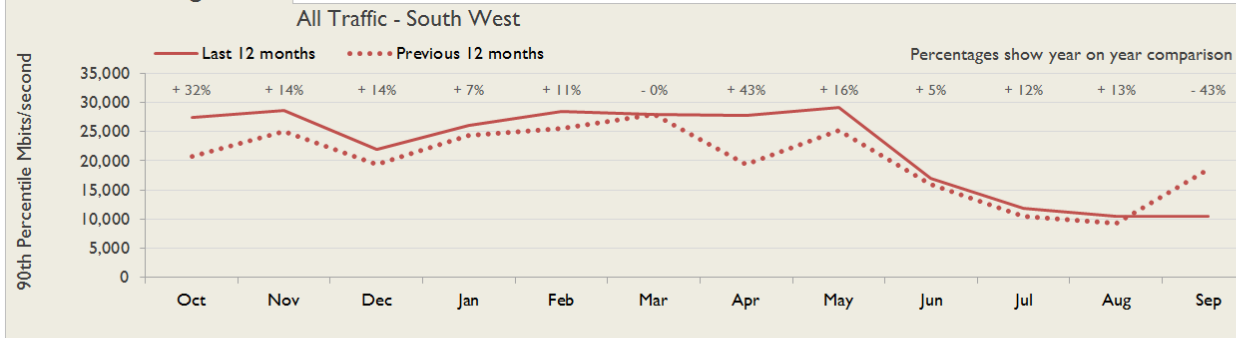
South West Service Outages - Last 12 Months



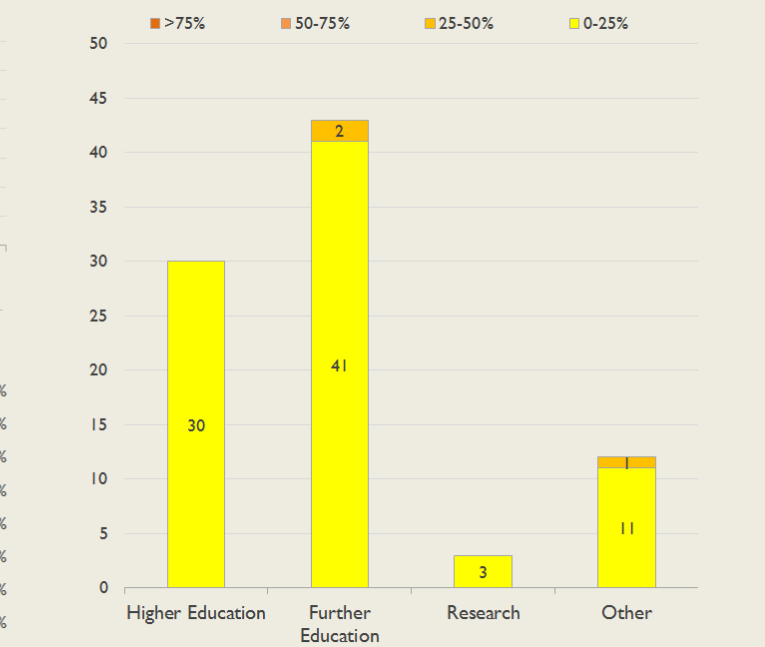
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

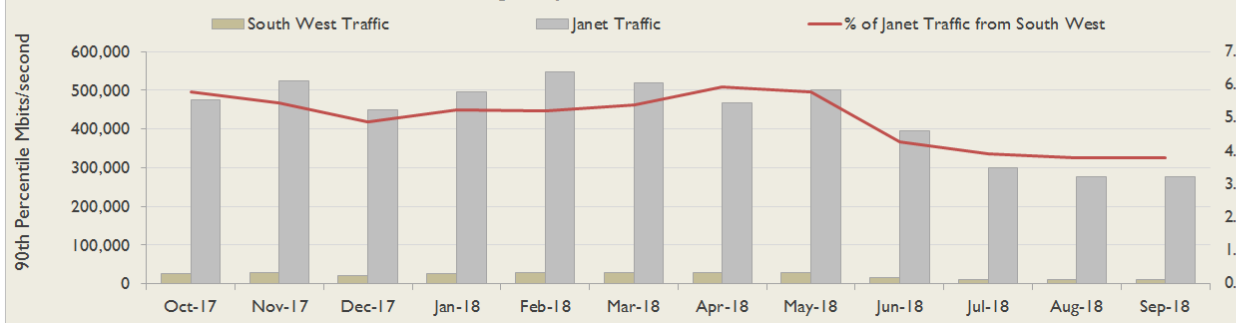
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



South West 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	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
Bath College, City Centre Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bath College, Somer Valley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bath Spa University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridgwater and Taunton College, Bridgwater Centre	100%	100%	100%	99.92%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Bridgwater and Taunton College, Taunton Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bristol City Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bristol City Council, MS Express Route												100%	<12 Months
Cirencester College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Plymouth	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Bristol College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall College, Camborne	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall College, Saltash	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exeter College, Hele Road Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exeter College, Victoria House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exeter Royal Academy for Deaf Education	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
Fairfield Farm Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Falmouth University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Foxes Academy	100%	100%	100%	99.92%	92.76%	100%	100%	100%	100%	100%	100%	100%	99.39%
Gloucestershire College, Cheltenham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gloucestershire College, Gloucester Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hartpury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher Education Statistics Agency Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Goonhilly Earth Station Limited *						100%	100%	100%	100%	100%	100%	100%	<12 Months
Jisc Commercial Limited, Watershed	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Met Office, IT Hall I *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
National Star Foundation	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, Hartland Magnetic Observatory	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Office for Students, Stoke Gifford *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Petroc, Brannams Campus	100%	99.90%	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
Petroc, Mid Devon Campus	100%	100%	100%	99.50%	100%	99.79%	100%	100%	100%	100%	100%	100%	99.94%
Petroc, North Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Plymouth College of Art, Tavistock Place *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Plymouth Marine Laboratory	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richard Huish College	100%	100%	100%	99.92%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Rothamsted Research Limited, North Wyke	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Agricultural University	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
Ruskin Mill Trust Limited, Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Devon College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Devon College, South West Energy Centre	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
South Gloucestershire and Stroud College, Filton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Gloucestershire and Stroud College, Gloucestershire Science and Technology Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	90.12%	100%	99.18%
South Gloucestershire and Stroud College, Stroud Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Gloucestershire and Stroud College, Stroud to GSTP	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Brendan's Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Strode College	99.54%	99.72%	100%	99.92%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
The Cambian Group, Mencap National College - Lufton	100%	100%	100%	99.92%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Conservatoire for Dance and Drama, Bristol Old Vic Theatre School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Marine Biological Association of the United Kingdom	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Universities and Colleges Admissions Service	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Truro and Penwith College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bath *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bristol *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bristol, FED4FIRE- 1Gbit/s - University of Bristol to iMinds			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Bristol, Geysers-I: IGE University of Bristol to Poland JLPID:1048			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Bristol, HPDMnet-I IGE from Bristol University to Starlight			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months

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
University of Bristol, Ofelia-1 IGE University of Bristol to Internet-2 JLPID:1069			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Bristol, Ofelia-2 - 1Gbit/s - University of Bristol to i2CAT - JLP1049			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Exeter *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Exeter, Cablecom Halls of Residence			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Gloucestershire *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Plymouth *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Plymouth, MS Express Route *								100%	100%	100%	100%	100%	<12 Months
University of St Mark & St John	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of the West of England, Bristol *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
WESC Foundation	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Weston College	100%	100%	100%	99.92%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
William Morris Camphill Community, Specialist College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wiltshire College, Trowbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Bristol	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Plymouth	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, South West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yeovil College	99.54%	99.72%	100%	99.92%	100%	100%	99.18%	100%	100%	100%	100%	100%	99.86%

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
Petroc, Mid Devon Campus	18/09/2018 01:16	18/09/2018 01:36	00:00	00:20	Telco Scheduled Maintenance	Scheduled maintenance
Petroc, Mid Devon Campus	21/09/2018 07:01	21/09/2018 07:26	00:00	00:25	Regional Network Scheduled Maintenance	Emergency software upgrade
Foxes Academy	19/09/2018 22:10	20/09/2018 00:19	00:00	02:09	Unknown reason for outage	Unknown
Bath College, Somer Valley Campus	07/09/2018 11:57	07/09/2018 23:41	00:00	11:44	Unknown reason for outage	Unknown fault on BT network - Bath College, Somer Valley Campus
Plymouth College of Art, Tavistock Place, via Plymouth	18/09/2018 18:32	18/09/2018 19:46	00:00	01:14	Unknown reason for outage	No response from customer
Plymouth College of Art, Tavistock Place, via Teleticity Powergate	18/09/2018 18:32	18/09/2018 19:46	00:00	01:14	Unknown reason for outage	No response from customer
Plymouth College of Art, Tavistock Place, 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
Exeter College, Victoria House	18/09/2018 01:16	18/09/2018 01:36	00:00	00:20	Telco Scheduled Maintenance	Scheduled maintenance
Met Office, IT Hall 1, via Teleticity Powergate	17/09/2018 22:25	18/09/2018 01:11	00:00	02:46	Telco Scheduled Maintenance	Telco scheduled fibre maintenance
Met Office, IT Hall 1, via Teleticity Powergate	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network	Jisc emergency router maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Emergency Maintenance	
Petroc, Brannams Campus	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance
South Devon College, South West Energy Centre	20/09/2018 07:00	20/09/2018 07:42	00:00	00:42	Regional Network Emergency Maintenance	Jisc emergency router maintenance