

# janet

PSBA Service Report

December 2018





**Service Reliability**

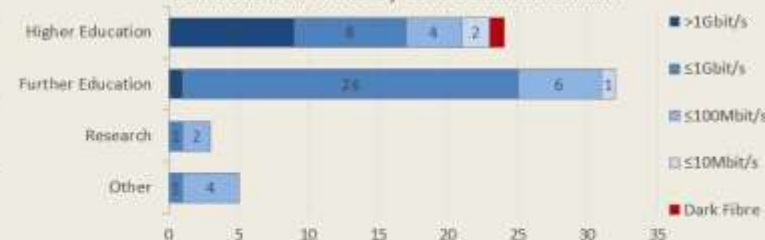
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



Average Availability of All Services in Wales				Average Availability of All Services in Janet			
Dec 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Dec 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.95%	24	99.96%	210	99.96%	17	99.98%	114
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
<b>10h 31m</b>		<b>0.19</b>		<b>4h 54m</b>		<b>0.33</b>	
Based on 37 faults over the last 24 months				Based on 766 faults over the last 24 months			

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

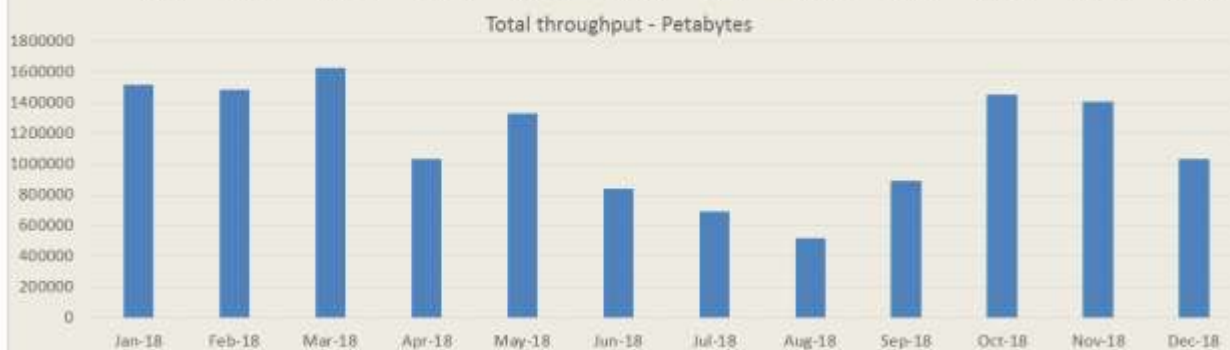
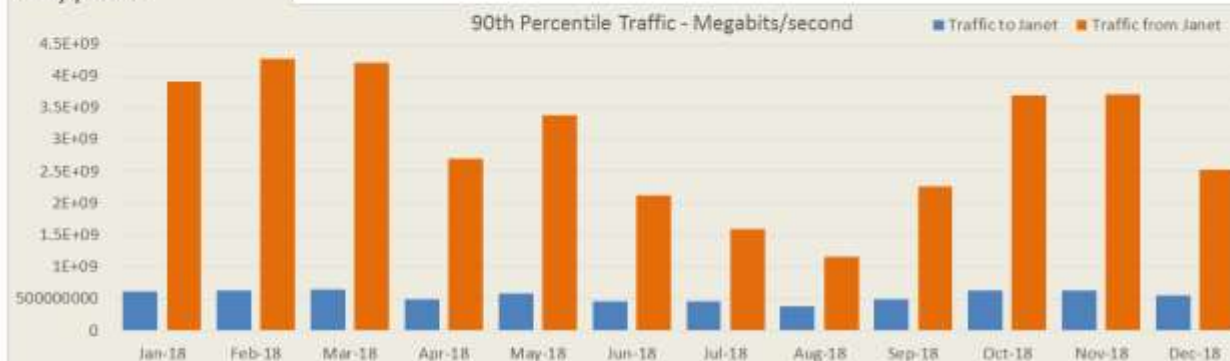
**Connections in Wales by Contractual Bandwidth**



**Service Outages in Wales - Last 12 Months**



**Entry points**



**Availability of entry points**

	Outages in minutes				
	Bristol	London	Manchester	Network Isolation	Internet Access
Jan-18	0	0	0	0	0
Feb-18	0	611	0	0	0
Mar-18	0	1120	0	0	0
Apr-18	0	0	0	0	0
May-18	0	0	0	0	0
Jun-18	0	0	505	0	0
Jul-18	0	177	129	0	0
Aug-18	24	0	0	0	0
Sep-18	0	208	778	0	0
Oct-18	2922	0	0	0	0
Nov-18	0	0	0	0	0
Dec-18	0	0	0	0	0
Availability this month	100%	100%	100%	100%	100%
12 months rolling availability	99.44%	99.60%	99.73%	100%	100%

## 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	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	12 Month Rolling Availability
Aberystwyth University, Llandinam Building	100%	100%	100%	100%	100%	98.02%	100%	100%	100%	100%	100%	100%	99.84%
Aberystwyth University, Visualisation Centre	100%	100%	100%	100%	100%	98.02%	100%	100%	100%	100%	100%	100%	99.84%
Addysg Oedolion Cymru / Adult Learning Wales, Bangor												100%	<12 Months
Addysg Oedolion Cymru / Adult Learning Wales, Coleg Harlech Workers' Educational Association	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Addysg Oedolion Cymru / Adult Learning Wales, Conwy and Denbighshire	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Addysg Oedolion Cymru / Adult Learning Wales, Head Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Addysg Oedolion Cymru / Adult Learning Wales, Powys	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Addysg Oedolion Cymru / Adult Learning Wales, Urban Village									100%	100%	100%	100%	<12 Months
Addysg Oedolion Cymru / Adult Learning Wales, Wrexham									100%	100%	100%	100%	<12 Months
Bangor University, Archimedes Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bangor University, Deiniol Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridgend College, Bridgend Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridgend College, Cardiff Arts Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridgend College, Maesteg Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridgend College, Pencoed Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridgend College, Queens Road Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	12 Month Rolling Availability
Cardiff Metropolitan University, Cyncoed Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff Metropolitan University, Llandaff Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff University, Cathays Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff University, COMSC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff University, St Davids Hall	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff University, Trevithick Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Cambria, Deeside [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Cambria, Deeside [2]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Cambria, Llysfasi	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Cambria, Northop	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Cambria, Yale	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Elidyr	99.72%	100%	99.68%	100%	100%	100%	100%	100%	100%	100%	99.48%	98.21%	99.76%
Coleg Gwent, Blaenau Gwent Learning Zone	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Gwent, City of Newport Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.28%	100%	100%	100%	99.94%
Coleg Gwent, Crosskeys Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Gwent, Crosskeys Campus										100%	100%	100%	<12 Months
Coleg Gwent, Link 2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Gwent, Usk	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Sir Gar *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Sir Gar, Aberystwyth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Sir Gar, Ammanford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.48%	98.21%	99.81%
Coleg Sir Gar, Cardigan Campus	100%	100%	93.42%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.45%
Coleg Sir Gar, Gelli Aur Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.48%	98.21%	99.81%

Service	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	12 Month Rolling Availability
Coleg Y Cymoedd, Aberdare Campus									100%	100%	100%	100%	<12 Months
Coleg Y Cymoedd, Nantgarw Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Y Cymoedd, Rhondda Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Y Cymoedd, Ystrad Mynach Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glyndwr University, Hawarden Business Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glyndwr University, Northop Campus									100%	100%	100%	100%	<12 Months
Glyndwr University, St Asaph	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glyndwr University, Wrexham, Computer Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glyndwr University, Wrexham, Edward Llwyd Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gower College Swansea, Gorseinon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gower College Swansea, Tycoch Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Grwp Llandrillo Menai, Coleg Llandrillo	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Grwp Llandrillo Menai, Coleg Menai	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Grwp Llandrillo Menai, Rhos on Sea	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher Education Funding Council for Wales	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
High Performance Computing Wales, Deiniol Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
High Performance Computing Wales, Dylan Thomas Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	>99.99%
High Performance Computing Wales, Dylan Thomas Centre - Singleton Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
High Performance Computing Wales, Park Place	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
High Performance Computing Wales, Singleton Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Merthyr Tydfil College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Merthyr Tydfil College Limited, Bio Mass Boiler Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Merthyr Tydfil College Limited, Redhouse	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	12 Month Rolling Availability
National Learning and Work Institute, Dysgu Cymru, Cardiff	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
National Library of Wales	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, British Geological Survey, Cardiff	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, CEH, Bangor	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, CEH, Climate Change Solardome Facility	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neath Port Talbot College, Brecon Beacons Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neath Port Talbot College, Llandrindod Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neath Port Talbot College, Neath Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neath Port Talbot College, Newtown Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Pembrokeshire College	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	100%	100%	100%	>99.99%
Royal Welsh College of Music and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St David's Catholic College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Swansea University, Baglan Technium	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Swansea University, Bay Campus								100%	100%	100%	100%	100%	<12 Months
Swansea University, College of Human and Health Sciences	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Swansea University, Library and Information centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Swansea University, TWI	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, Barry Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, Canal Parade	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	100%	>99.99%
The Cardiff and Vale College, Cardiff International Sports Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, CCTC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	12 Month Rolling Availability
The Cardiff and Vale College, Central Services Centre (Coopers Yard)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, City Centre Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, Clos Parc Morgannwg	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, Dumballs Road 2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Cardiff and Vale College, ICAT	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Cardiff	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of South Wales, Caerleon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of South Wales, Cardiff Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of South Wales, Newport City Campus	100%	100%	100%	100%	100%	100%	100%	100%	72.81%	100%	100%	100%	97.73%
University of South Wales, Treforest Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Wales Prifysgol Cymru	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	100%	>99.99%
University of Wales Trinity Saint David, Carmarthen Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Wales Trinity Saint David, Lampeter Campus	100%	98.88%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
University of Wales Trinity Saint David, Swansea Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Wales Trinity Saint David, Swansea Kings Road Campus										100%	100%	100%	<12 Months
Y Coleg Cymraeg Cenedlaethol, Cardiff Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Y Coleg Cymraeg Cenedlaethol, Head Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



## 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
Addysg Oedolion Cymru / Adult Learning Wales, Coleg Harlech Workers' Educational Association	17/12/2018 22:15	17/12/2018 22:32	00:00	00:17	Telco Scheduled Maintenance	Fibre maintenance
Cardiff Metropolitan University, Llandaff Campus	16/12/2018 09:19	16/12/2018 12:05	00:00	02:46	Customer Scheduled Maintenance	Customer power maintenance
Natural Environment Research Council, CEH, Climate Change Solardome Facility	15/12/2018 17:50	16/12/2018 00:20	00:00	06:30	Customer Environment	Local power outage
Coleg Elidyr	26/12/2018 19:56	27/12/2018 09:16	00:00	13:20	Telco Equipment	Telco hardware issue
Swansea University, College of Human and Health Sciences	02/12/2018 05:46	02/12/2018 12:00	00:00	06:14	Unknown reason for outage	Unknown
Swansea University, College of Human and Health Sciences	04/12/2018 16:15	04/12/2018 16:54	00:00	00:39	Customer Environment	Wide area power outage
Coleg Sir Gar, Ammanford Campus	26/12/2018 19:56	27/12/2018 09:16	00:00	13:20	Telco Equipment	Telco hardware issue
Coleg Sir Gar, Gelli Aur Campus	26/12/2018 19:56	27/12/2018 09:16	00:00	13:20	Telco Equipment	Telco hardware issue