



Wales Service Report

June 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 | | | |
|---|--|-------------------------------------|--|---|--|-------------------------------------|--|
| Jun 2018 | Equivalent Unavailability in Minutes per Service | 12 Months Rolling | Equivalent Unavailability in Minutes per Service | Jun 2018 | Equivalent Unavailability in Minutes per Service | 12 Months Rolling | Equivalent Unavailability in Minutes per Service |
| 99.96% | 17 | 99.99% | 58 | >99.99% | 4 | 99.98% | 88 |
| Mean Time to Repair | | Average Faults per Service per Year | | Mean Time to Repair | | Average Faults per Service per Year | |
| 5h 17m | | 0.14 | | 5h 00m | | 0.34 | |
| Based on 28 faults over the last 24 months | | | | Based on 782 faults over the last 24 months | | | |

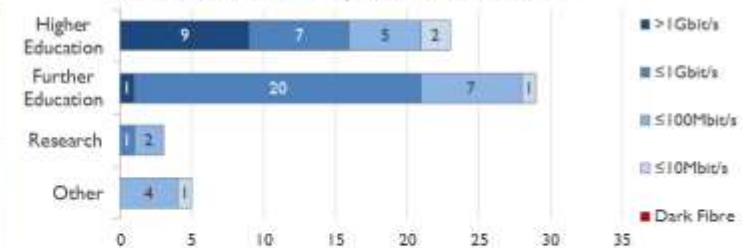
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

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



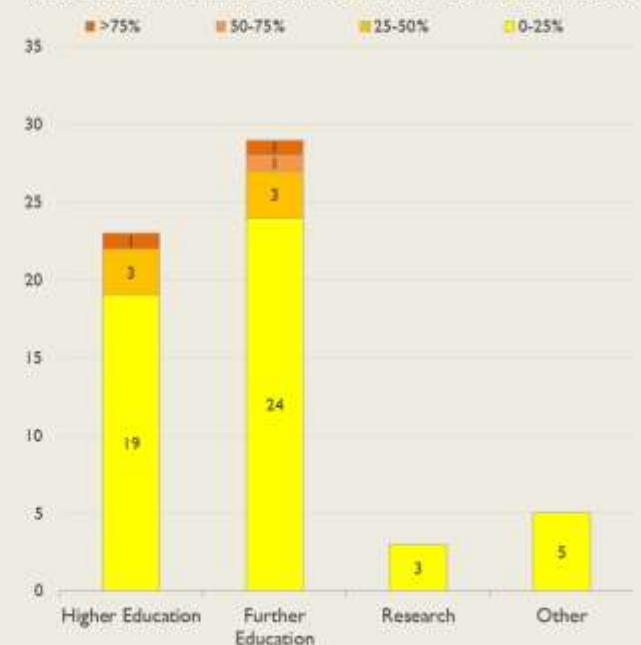
Connections in Wales by Contractual Bandwidth



Wales Service Outages - Last 12 Months



% 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 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | 12 Month Rolling Availability |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| Aberystwyth University, Llandinam Building | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98.02% | 99.84% |
| Aberystwyth University, Visualisation Centre | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98.02% | 99.84% |
| 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% |
| Bangor University, Archimedes Centre | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Bangor University, Deiniol Road | 100% | 99.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| 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% |
| 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% |

| Service | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | 12 Month Rolling Availability |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| 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% | 99.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Coleg Cambria, Deeside [2] | 100% | 99.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Coleg Cambria, Llysfasi | 100% | 99.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Coleg Cambria, Northop | 100% | 99.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Coleg Cambria, Yale | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Coleg Elidyr | 99.88% | 100% | 100% | 100% | 100% | 100% | 99.72% | 100% | 99.68% | 100% | 100% | 100% | 99.94% |
| 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% | 100% | 100% | 100% | 100% | 100% |
| Coleg Gwent, Crosskeys Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 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% | 100% | 100% | 100% |
| Coleg Sir Gar, Cardigan Campus | 100% | 99.46% | 100% | 100% | 100% | 100% | 100% | 100% | 93.42% | 100% | 100% | 100% | 99.41% |
| Coleg Sir Gar, Gelli Aur Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 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, St Asaph | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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| 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% | 99.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Gower College Swansea, Gorseinon Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Gower College Swansea, Tycnoch 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% | 99.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| 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% | 100% | 100% | 100% | 100% |
| 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% |
| Mudiad Meithrin Cyf, Head Office | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 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% |

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|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| 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% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Pembrokeshire College, MITEC | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 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% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 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% | 100% | 100% | <12 Months |
| 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% |
| 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 Cardiff and Vale College, The Friary | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

| Service | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18 | Jun 18 | 12 Month Rolling Availability |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------------|
| The Cardiff and Vale College, The Parade | 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% | 100% | 100% | 100% | 100% | 100% |
| University of South Wales, The Business Loft | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 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% | 100% | 100% | 100% | 100% | 100% |
| 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% | 100% | 100% | 100% | 100% | 100% | 100% | 98.88% | 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% |
| 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 |
|--|---------------------|-------------------|---------------|----------------|--------------------------------|------------------------------------|
| Aberystwyth University, Llandinam Building | 17/06/2018 22:37 | 18/06/2018 14:21 | 01:30 | 14:14 | Telco Equipment | Telco faulty equipment |
| Coleg Cambria, Deeside [1] | 29/06/2018 15:24 | 30/06/2018 09:57 | 00:00 | 18:33 | Customer Emergency Maintenance | Emergency power off due to fire |
| Aberystwyth University, Visualisation Centre | 17/06/2018 22:37 | 18/06/2018 14:21 | 01:30 | 14:14 | Telco Equipment | Telco faulty equipment |
| Merthyr Tydfil College Limited | 11/06/2018 20:07 | 11/06/2018 20:59 | 00:00 | 00:52 | Telco Scheduled Maintenance | Scheduled telco router maintenance |
| Coleg Cambria, Deeside [2] | 29/06/2018 15:24 | 30/06/2018 09:57 | 00:00 | 18:33 | Customer Emergency Maintenance | Emergency power off due to fire |