

janet

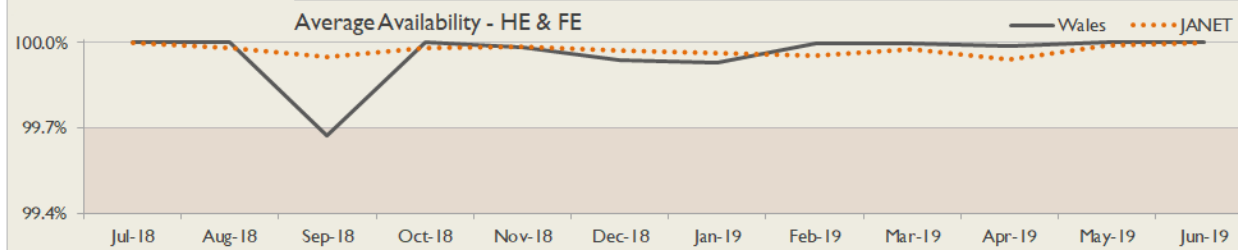
Wales Service Report

June 2019

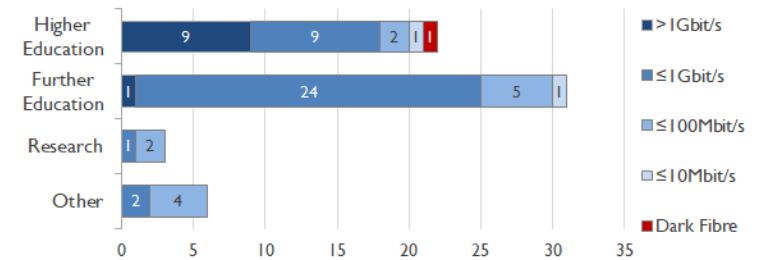


Service Reliability

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

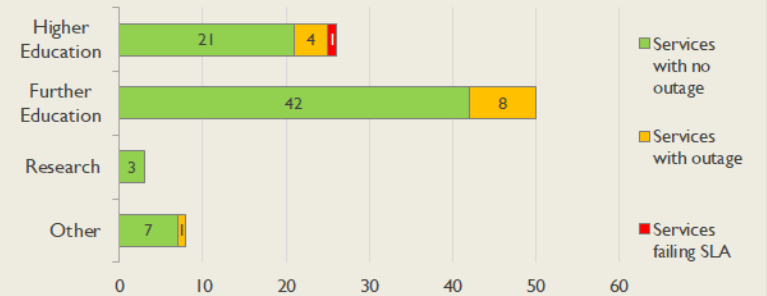


Connections in Wales by Contractual Bandwidth



Average Availability of HE & FE Services in Wales				Average Availability of HE & FE Services in Janet			
Jun 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jun 2019	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.96%	222	>99.99%	1	99.97%	141
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
1h 43m		0.21		5h 45m		0.32	
Based on 35 faults over the last 24 months				Based on 618 faults over the last 24 months			

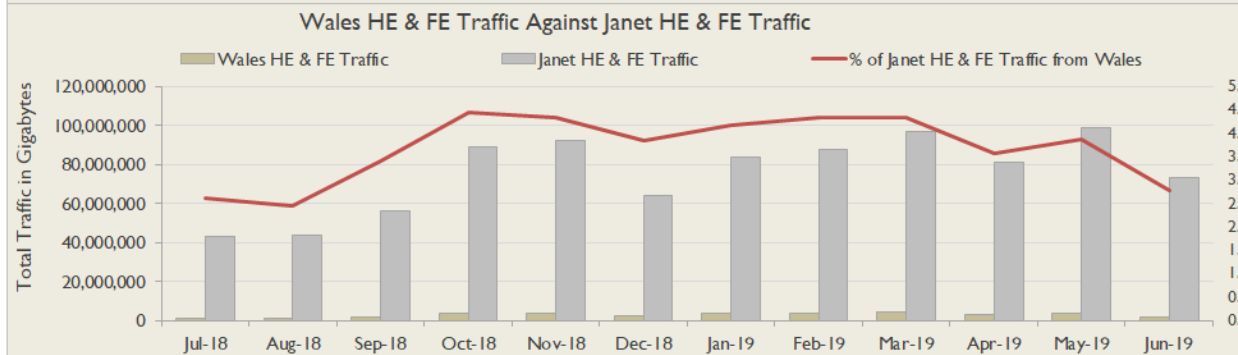
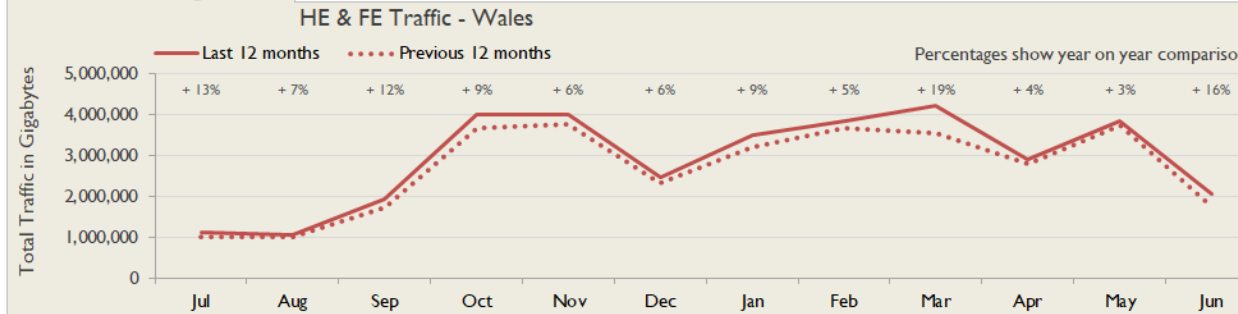
Wales Service Outages - Last 12 Months



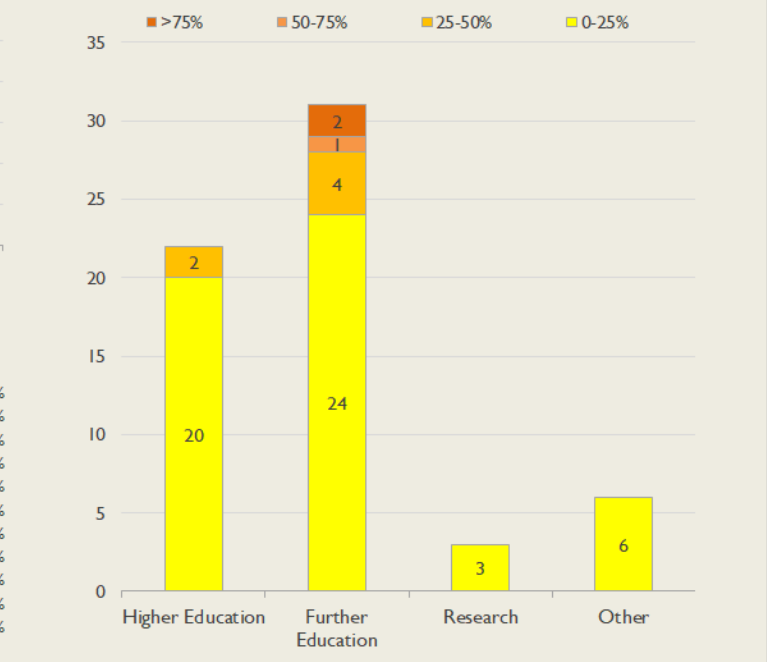
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, 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	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	12 Month Rolling Availability
Aberystwyth University, Llandinam Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Aberystwyth University, Visualisation Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Addysg Oedolion Cymru / Adult Learning Wales, Bangor						100%	100%	100%	100%	100%	100%	100%	<12 Months
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%	100%	100%	100%	100%	100%	100%	<12 Months
Addysg Oedolion Cymru / Adult Learning Wales, Wrexham			100%	100%	100%	100%	100%	100%	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%
Cardiff and Vale College, Barry Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff and Vale College, Canal Parade	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Cardiff and Vale College, Cardiff International Sports Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff and Vale College, CCTC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff and Vale College, Central Services Centre (Coopers Yard)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff and Vale College, City Centre Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	12 Month Rolling Availability
Cardiff and Vale College, Clos Parc Morgannwg	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff and Vale College, Dumballs Road 2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cardiff and Vale College, ICAT	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%
Cardiff University, COMSC	100%	100%	100%	100%	100%	100%	100%	99.68%	100%	100%	100%	100%	99.97%
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	100%	100%	100%	100%	99.48%	98.21%	100%	100%	100%	100%	100%	100%	99.81%
Coleg Gwent, Blaenau Gwent Learning Zone	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	100%	100%	100%	>99.99%
Coleg Gwent, City of Newport Campus	100%	100%	99.28%	100%	100%	100%	100%	100%	100%	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%	100%	100%	100%	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%	99.48%	98.21%	100%	100%	100%	100%	100%	100%	99.81%
Coleg Sir Gar, Cardigan Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coleg Sir Gar, Gelli Aur Campus	100%	100%	100%	100%	99.48%	98.21%	100%	100%	100%	100%	100%	100%	99.81%
Coleg Y Cymoedd, Aberdare Campus			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Coleg Y Cymoedd, Nantgarw Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.89%	100%	100%	99.91%
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%

Service	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	12 Month Rolling Availability
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%	100%	100%	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%	99.74%	100%	100%	100%	100%	100%	99.98%
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%
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%
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	99.96%	100%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	100%	<12 Months
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 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%	99.88%	100%	100%	100%	100%	99.99%
University of South Wales, Newport City Campus	100%	100%	72.81%	100%	100%	100%	94.00%	100%	100%	100%	100%	100%	97.23%
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%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%

Service	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	12 Month Rolling Availability
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%	100%	100%	100%	100%	100%	100%
University of Wales Trinity Saint David, Swansea Kings Road Campus				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months

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
Coleg Elidyr	29/06/2019 10:43	29/06/2019 10:57	00:00	00:14	Customer Environment	Power issues - Coleg Elidyr, Specialist College
Cardiff Metropolitan University, Cyncoed Campus	11/06/2019 06:04	11/06/2019 06:28	00:00	00:24	Customer Environment	site wide power outage

Link Utilisation of Contractual Bandwidth

The table shows utilisation at the 90th percentile, i.e. for 90% of the samples within the period the traffic was at or below the level shown and for 10% of the samples traffic was above the level shown. The figure therefore gives a reasonable indication of the loading of the connection during the busiest periods. The measurements are shown as a percentage of the available contractual bandwidth, and only the highest of the to/from readings for the month is used.

Connection	Current Bandwidth	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Aberystwyth University, Llandinam Building	5Gbit/s	10%	16%	39%	29%	30%	26%	29%	33%	31%	23%	27%	11%
Aberystwyth University, Visualisation Centre	5Gbit/s	6%	5%	33%	31%	32%	29%	30%	33%	32%	26%	28%	14%
Addysg Oedolion Cymru / Adult Learning Wales, Head Office	1Gbit/s	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Bangor University, Archimedes Centre	1Gbit/s						<0.5%	1%	1%	1%	1%	2%	2%
Bangor University, Deiniol Road	10Gbit/s	5%	5%	20%	23%	24%	21%	23%	24%	25%	18%	21%	9%
Bridgend College, Bridgend Campus	1Gbit/s	3%	3%	19%	27%	28%	16%	27%	23%	25%	20%	23%	22%
Cardiff and Vale College, Barry Campus	100Mbit/s	23%	17%	104%	137%	136%	74%	115%	119%	111%	71%	97%	75%
Cardiff and Vale College, Canal Parade	100Mbit/s						2%	73%	60%	76%	58%	78%	71%
Cardiff and Vale College, City Centre Campus	1Gbit/s	5%	5%	23%	30%	29%	17%	26%	27%	27%	21%	22%	14%
Cardiff Metropolitan University, Cyncoed Campus	2Gbit/s	5%	6%	31%	40%	41%	37%	41%	44%	43%	25%	29%	14%
Cardiff Metropolitan University, Llandaff Campus	2Gbit/s	7%	7%	10%	21%	21%	11%	15%	18%	18%	11%	11%	8%
Cardiff University, Cathays Park	Dark Fibre												
Cardiff University, COMSC	1Gbit/s												
Cardiff University, St Davids Hall	10Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Cardiff University, Trevithick Building	20Gbit/s	8%	8%	23%	18%	18%	17%	17%	20%	19%	16%	15%	8%
Coleg Cambria, Deeside [1]	1Gbit/s	13%	25%	26%	27%	27%	25%	27%	26%	37%	35%	32%	34%
Coleg Cambria, Llysfasi	1Gbit/s	1%	<0.5%	4%	3%	4%	3%	4%	3%	3%	3%	3%	3%
Coleg Cambria, Northop	1Gbit/s	<0.5%	<0.5%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%
Coleg Cambria, Yale	2Gbit/s	2%	1%	14%	18%	19%	14%	18%	17%	19%	14%	14%	10%
Coleg Elidyr	100Mbit/s	23%	15%	21%	24%	26%	27%	29%	32%	33%	29%	34%	36%
Coleg Gwent, Blaenau Gwent Learning Zone, Link 1	1Gbit/s	6%	6%	42%	57%	60%	48%	58%	56%	59%	42%	51%	36%
Coleg Gwent, City of Newport Campus	1Gbit/s						1%	14%	14%	14%	10%	12%	8%
Coleg Gwent, Link 2	1Gbit/s						12%	51%	50%	52%	47%	49%	37%
Coleg Gwent, Usk	1Gbit/s						19%	20%	20%	22%	20%	21%	20%
Coleg Sir Gar, Aberystwyth Campus	1Gbit/s	7%	2%	26%	4%								

Connection	Current Bandwidth	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Coleg Sir Gar, Cardigan Campus	100Mbit/s	5%	3%	16%	24%	<0.5%							
Coleg Sir Gar, Graig Campus	100Mbit/s	38%	42%	285%	358%	445%	404%	432%	448%	474%	376%	418%	355%
Coleg Sir Gar, Pibwrlwyd Campus	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Coleg Y Cymoedd, Nantgarw Campus	1Gbit/s	3%	3%	19%	26%	25%	20%	24%	27%	43%	32%	30%	22%
Coleg Y Cymoedd, Ystrad Mynach Campus	1Gbit/s	2%	2%	9%	12%	12%	10%	11%	11%	11%	8%	11%	10%
Glyndwr University, St Asaph	1Gbit/s	4%	2%	2%	2%	2%	1%	2%	2%	2%	1%	1%	1%
Glyndwr University, Wrexham, Computer Centre	1Gbit/s	9%	14%	11%	22%	22%	18%	21%	23%	24%	22%	18%	9%
Glyndwr University, Wrexham, Edward Llwyd Building	1Gbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Gower College Swansea, Gorseinon Campus	1Gbit/s	1%	1%	12%	17%	20%	4%	18%	17%	18%	13%	12%	7%
Gower College Swansea, Tycoch Campus	1Gbit/s	3%	3%	15%	19%	20%	7%	18%	18%	19%	13%	15%	12%
Grwp Llandrillo Menai, Coleg Llandrillo	1Gbit/s	6%	5%	26%	32%	32%	28%	30%	29%	30%	25%	28%	20%
Grwp Llandrillo Menai, Coleg Menai	1Gbit/s	2%	2%	20%	24%	25%	22%	24%	25%	26%	24%	23%	15%
Grwp Llandrillo Menai, Rhos on Sea	1Gbit/s	6%	5%	26%	31%	32%	28%	30%	29%	30%	24%	28%	20%
Merthyr Tydfil College Limited	300Mbit/s	6%	6%	32%	44%	47%	32%	36%	35%	40%	32%	34%	20%
Merthyr Tydfil College Limited, Bio Mass Boiler Building	10Mbit/s	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Neath Port Talbot College, Neath Campus	1Gbit/s	3%	3%	19%	24%	28%	25%	27%	29%	31%	24%	25%	21%
Neath Port Talbot College, Newtown Campus	1Gbit/s	1%	1%	3%	4%	4%	4%	4%	4%	4%	3%	4%	3%
Pembrokeshire College	1Gbit/s	3%	3%	16%	22%	21%	16%	19%	19%	20%	17%	14%	14%
St David's Catholic College	1Gbit/s	1%	1%	12%	15%	16%	12%	15%	14%	14%	13%	12%	9%
Swansea University, Baglan Technium	1Gbit/s	20%	18%	25%	33%	32%	12%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%	<0.5%
Swansea University, Library and Information centre	10Gbit/s	11%	9%	16%	27%	28%	25%	23%	29%	27%	28%	27%	19%
The Open University, Cardiff	100Mbit/s	20%	19%	21%	21%	22%	17%	25%	23%	21%	25%	28%	30%
University of South Wales, Cardiff Campus	4Gbit/s				2%	2%	2%	2%	2%	3%	2%	2%	1%
University of South Wales, Newport City Campus	1Gbit/s	3%	2%	8%	9%	7%	4%	6%	6%	8%	5%	6%	3%
University of South Wales, Treforest Campus	5Gbit/s	5%	5%	7%	16%	15%	8%	13%	14%	15%	9%	9%	6%
University of Wales Prifysgol Cymru	100Mbit/s	4%	4%	3%	4%	4%	3%	4%	4%	94%	97%	94%	9%
University of Wales Trinity Saint David, Carmarthen Campus	500Mbit/s	16%	12%	31%	52%	51%	47%	50%	53%	54%	41%	44%	27%
University of Wales Trinity Saint David, Lampeter Campus	500Mbit/s	15%	10%	32%	42%	44%	34%	40%	37%	40%	34%	35%	22%