



Yorkshire & Humberside 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 Yorkshire & Humberside

Jun 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.97%	139
Mean Time to Repair		Average Faults per Service per Year	
5h 00m		0.59	
Based on 102 faults over the last 24 months			

Average Availability of All Services in Janet

Jun 2018	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	4	99.98%	88
Mean Time to Repair		Average Faults per Service per Year	
5h 00m		0.34	
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

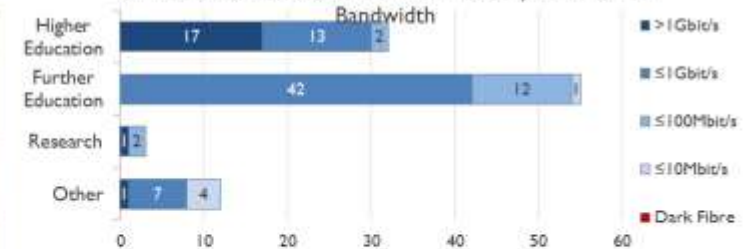
All Traffic - Yorkshire & Humberside



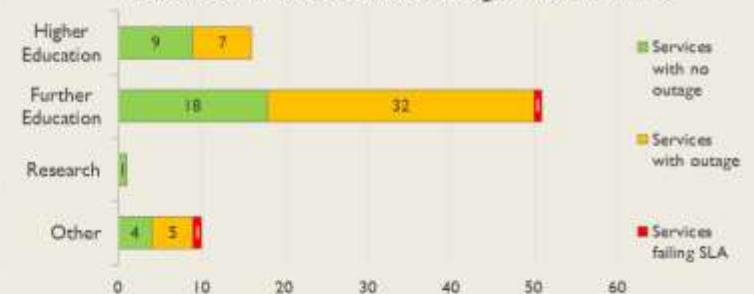
Yorkshire & Humberside Traffic Against Janet Traffic



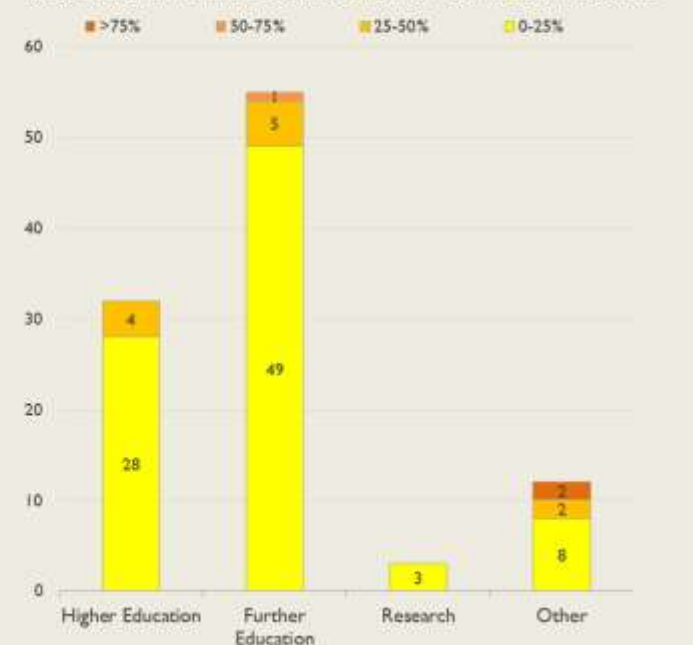
Connections in Yorkshire & Humberside by Contractual



Yorkshire & Humberside 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
Askham Bryan College, York Campus	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Barnsley College	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Barnsley Metropolitan Borough Council, Personal & Community Development	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Bishop Burton College, Bishop Burton	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Bradford College	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Calderdale College	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Calderdale Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of York Council, Personal & Community Development	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Craven College	100%	99.94%	100%	99.20%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Cybula Ltd	97.41%	99.78%	92.67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.16%
DN Colleges Group, Doncaster College - High Melton	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
DN Colleges Group, Doncaster College - The Hub					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
DN Colleges Group, North Lindsey College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Doncaster Deaf Trust	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Doncaster Metropolitan Borough Council	100%	99.94%	98.82%	98.39%	100%	100%	100%	100%	100%	100%	100%	100%	99.76%
East Riding College, Beverley Campus	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%

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
East Riding of Yorkshire Council, Personal & Community Development	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Franklin College	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Greenhead College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Grimsby Institute of Further and Higher Education, Grimsby Campus	100%	99.94%	100%	99.39%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
Grimsby Institute of Further and Higher Education, Scarborough Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Henshaws Society for Blind People	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Heriot-Watt University, TOUCAN-2						100%	100%	100%	100%	100%	100%	100%	<12 Months
Huddersfield New College	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Hull City Council, Personal & Community Development	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Hull College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hull College, Harrogate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
John Leggott College	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Kirklees College, Dewsbury Centre	100%	99.94%	100%	100%	100%	99.88%	100%	100%	100%	100%	100%	100%	99.98%
Kirklees College, Huddersfield Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kirklees College, Springfield												100%	<12 Months
Kirklees Council								100%	100%	100%	100%	100%	<12 Months
Landmarks	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Leeds Arts University	100%	100%	100%	100%	100%	100%	100%	100%	99.59%	100%	100%	100%	99.97%
Leeds Beckett University *	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Leeds Beckett University, LBU-1 - JPNS00054					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Leeds City College, Keighley Campus	100%	100%	100%	99.20%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Leeds City College, Park Lane Campus	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
Leeds City College, Printworks Campus	100%	99.94%	100%	100%	100%	99.88%	100%	100%	100%	100%	100%	100%	99.98%
Leeds City College, Technology Campus	100%	100%	100%	100%	100%	100%	100%	93.58%	100%	100%	100%	100%	99.47%
Leeds College of Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds College of Music	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds Trinity University *	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Longley Park Sixth Form College	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
New Collaborative Learning Trust, New College Doncaster			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
New Collaborative Learning Trust, New College Pontefract	100%	99.94%	100%	100%	100%	99.88%	100%	100%	100%	100%	100%	100%	99.98%
Northern College for Residential Adult Education	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Northern School of Contemporary Dance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Notre Dame Catholic Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Pennine Camphill Community Limited	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
RNN Group, Dearne Valley College	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
RNN Group, Rotherham College, Dinnington Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RNN Group, Rotherham College Town Centre Campus [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RNN Group, Town Centre Campus [2]	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Ruskin Mill Trust Limited, Freeman College	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Ruskin Mill Trust Limited, Freeman College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Scarborough Sixth Form College	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Science and Technology Facilities Council, HECToR2 & 3-BADC to EastMAN											100%	100%	<12 Months
Selby College	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Sheffield City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sheffield Hallam University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shipley College, Exhibition Road	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	>99.99%

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
Shipley College, Salt Building	100%	99.94%	100%	99.20%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Stem Learning Limited, National Science Learning Centre *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Peter's School York	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The British Library, Boston Spa	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The National College for High Speed Rail, Doncaster		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The Sheffield College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Sheffield *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Sheffield, Sheffield Teaching Hospital	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Thomas Rotherham College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, The Open College of the Arts *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bradford *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Edinburgh, TOUCAN-3						100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Huddersfield *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Hull, Hull Campus *	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Hull, Hull to Scarborough	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Hull, Scarborough Campus	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Leeds *	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of York *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wakefield College, Wakefield City Campus	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Wilberforce College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Yorkshire and Humber	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Wyke Sixth Form College	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
York College	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
York St John University *	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
Leeds Beckett University, City Campus	19/06/2018 07:11	19/06/2018 07:48	00:00	00:37	Regional Network Scheduled Maintenance	Scheduled Power maintenance
Stem Learning Limited, National Science Learning Centre, Link 2	27/06/2018 18:53	27/06/2018 22:15	00:00	03:22	Customer Scheduled Maintenance	Router maintenance
Northern College for Residential Adult Education	20/06/2018 10:54	20/06/2018 11:39	00:00	00:45	Customer Environment	Customer power supply failure
Ruskin Mill Trust Limited, Freeman College, via Sheffield	12/06/2018 11:37	12/06/2018 12:41	00:00	01:04	Customer Environment	Wide area power outage at site
The University of Sheffield	18/06/2018 16:07	19/06/2018 15:36	00:14	23:15	Telco Line	Telco fibre break
The Sheffield College, Sheffield City College	21/06/2018 12:53	21/06/2018 13:07	00:00	00:14	Customer Environment	Customer power outage
Leeds City College, Keighley Campus	24/06/2018 00:51	25/06/2018 17:07	08:08	32:08	Managed Router Equipment	MRS router failure
Leeds City College, Keighley Campus	28/06/2018 11:03	28/06/2018 18:58	01:23	06:32	Managed Router Equipment	MRS router lost config
Ruskin Mill Trust Limited, Freeman College, via Telehouse West	12/06/2018 11:37	12/06/2018 12:41	00:00	01:04	Customer Environment	Wide area power outage at site
Cybula Ltd	03/06/2018 11:09	03/06/2018 18:14	00:00	07:05	Customer Configuration	Customer router misconfiguration
University for the Creative Arts, The Open College of the Arts, via Sheffield	06/06/2018 16:53	06/06/2018 17:12	00:00	00:19	Customer Unscheduled Maintenance	Customer unscheduled power maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University for the Creative Arts, The Open College of the Arts, via Huddersfield	06/06/2018 17:11	06/06/2018 17:39	00:00	00:28	Customer Unscheduled Maintenance	Customer unscheduled maintenance