



Yorkshire & Humberside Service  
Report

March 2017



## Service Reliability

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



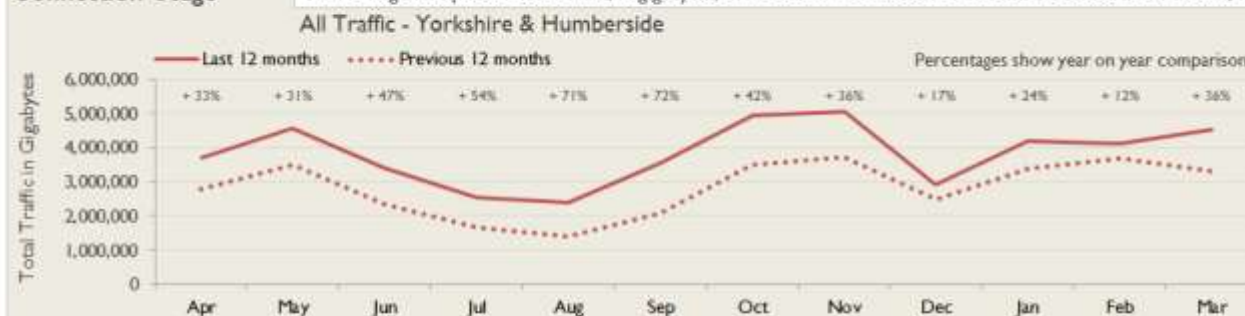
## Average Availability of All Services in Yorkshire &amp; Humberside

Mar 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.95%	285	99.99%	5	99.97%	157
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 38m		0.64		7h 13m		0.45	
Based on 107 faults over the last 24 months				Based on 990 faults over the last 24 months			

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

## Connection Usage

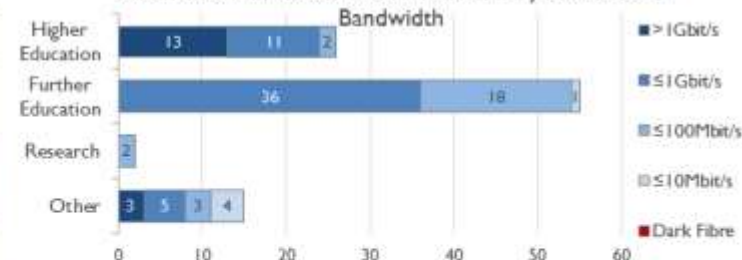
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



## Yorkshire &amp; Humberside Traffic Against Janet Traffic



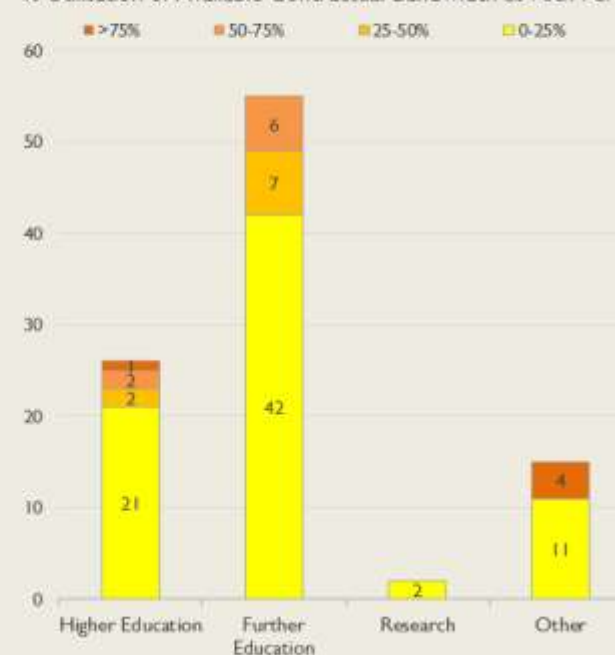
## Connections in Yorkshire &amp; Humberside by Contractual



## Yorkshire &amp; 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	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
Askham Bryan College, York Campus	100%	100%	100%	100%	100%	100%	100%	100%	98.82%	100%	100%	100%	99.90%
Barnsley College	100%	100%	100%	100%	100%	100%	99.73%	99.91%	100%	100%	100%	100%	99.97%
Barnsley Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	99.91%	100%	100%	100%	100%	>99.99%
Bishop Burton College, Bishop Burton	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bradford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Calderdale College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Calderdale Metropolitan Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chesterfield College, Automotive Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chesterfield College, Infirmary Road	100%	93.30%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%
City of York Council, Personal & Community Development	100%	100%	100%	100%	96.29%	100%	100%	100%	100%	100%	100%	100%	99.69%
Craven College	100%	100%	100%	100%	96.29%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
Craven College	100%	100%	100%	100%	96.29%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
Cybula Ltd											100%	100%	<12 Months
Doncaster College, High Melton		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Doncaster College, The Hub	100%	100%	100%	100%	100%	100%	100%	98.96%	100%	100%	100%	100%	99.91%
Doncaster Deaf Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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Doncaster Metropolitan Borough Council	100%	100%	100%	100%	99.83%	100%	100%	99.91%	100%	100%	100%	100%	99.98%
East Riding College, Beverley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Riding of Yorkshire Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Franklin College	100%	100%	100%	100%	100%	100%	100%	99.91%	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%	100%	100%	100%	100%	100%	100%	99.91%	100%	100%	100%	100%	>99.99%
Grimsby Institute of Further and Higher Education, Scarborough Campus	100%	100%	100%	100%	96.29%	100%	100%	100%	100%	100%	100%	100%	99.69%
Henshaws Society for Blind People	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Huddersfield New College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	93.44%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.45%
Kingston Upon Hull City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kirklees College, Dewsbury Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kirklees College, Huddersfield Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Landmarks	100%	93.30%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%
Leeds Beckett University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds City College, Keighley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds City College, Park Lane Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds City College, Printworks Campus	100%	100%	98.67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Leeds City College, Technology Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leeds College of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Longley Park Sixth Form College	100%	100%	100%	100%	100%	100%	100%	99.91%	100%	100%	100%	100%	>99.99%
New College Pontefract	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northern College for Residential Adult Education	100%	100%	100%	100%	100%	100%	100%	98.96%	100%	100%	100%	100%	99.91%
Northern Grid for Learning	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northern School of Contemporary Dance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Lindsey College *	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%	100%	100%	100%	100%	100%	100%	99.04%	100%	100%	100%	100%	99.92%
RNN Group, Dearne Valley College	99.41%	100%	100%	100%	100%	100%	100%	99.91%	100%	100%	100%	100%	99.94%
RNN Group, North Notts College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RNN Group, Town Centre Campus [1]	100%	100%	100%	100%	100%	100%	100%	98.96%	100%	100%	100%	100%	99.91%
Ruskin Mill Trust Limited, Freeman College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ruskin Mill Trust Limited, Freeman College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Scarborough Sixth Form College	100%	100%	100%	100%	96.29%	100%	100%	100%	100%	100%	100%	100%	99.69%
Selby College	100%	100%	100%	100%	96.29%	100%	100%	100%	100%	100%	100%	100%	99.69%
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%	99.41%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
ShIPLEY College, Salt Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
The British Library, Boston Spa	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Leeds	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Science Museum, National Media Museum Bradford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Science Museum, National Railway Museum, York	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Sheffield College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Thomas Rotherham College	100%	100%	100%	100%	100%	100%	100%	98.96%	100%	100%	100%	100%	99.91%
University of Bradford *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Huddersfield *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Hull, Hull Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Hull, Scarborough Campus	99.26%	100%	100%	100%	96.29%	100%	100%	100%	100%	100%	100%	100%	99.63%
University of Leeds *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Sheffield *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of York *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wakefield College, Castleford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wakefield College, Wakefield City Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wilberforce College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Yorkshire and Humber	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wyke Sixth Form College	98.86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%
YHGfL Foundation *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
York College	100%	100%	100%	100%	100%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
York College	100%	100%	100%	100%	100%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>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
Grimsby Institute of Further and Higher Education, Grimsby Campus	12/03/2017 12:02	12/03/2017 16:48	00:00	04:46	Customer Equipment	Customer NTE failed
University of Huddersfield, Link 1	14/03/2017 07:04	14/03/2017 08:00	00:00	00:56	Customer Scheduled Maintenance	Customer scheduled maintenance
Ruskin Mill Trust Limited, Freeman College, via Sheffield	03/03/2017 23:25	04/03/2017 14:58	00:00	15:33	Customer Environment	Ruskin Mill Trust Limited
Shipley College, Salt Building	28/02/2017 11:35	02/03/2017 10:42	00:00	47:07	Customer Scheduled Maintenance	Customer manually disabled service due to poor performance
The Science Museum, National Railway Museum, York	20/03/2017 22:38	20/03/2017 22:56	00:00	00:18	Customer Scheduled Maintenance	Site planned power maintenace
Ruskin Mill Trust Limited, Freeman College, via Telehouse West	03/03/2017 23:25	04/03/2017 14:58	00:00	15:33	Customer Environment	Ruskin Mill Trust Limited