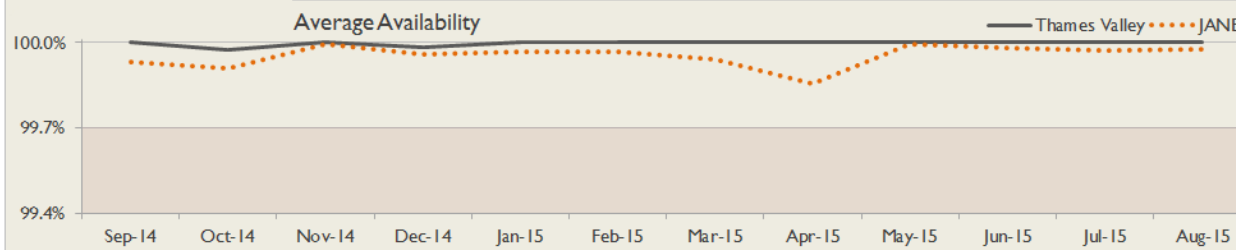# janet

Thames Valley Service Report
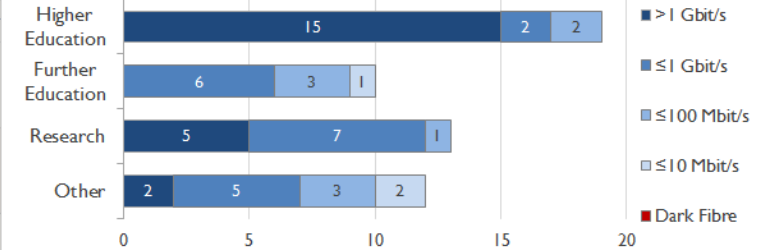
August 2015

Service Reliability

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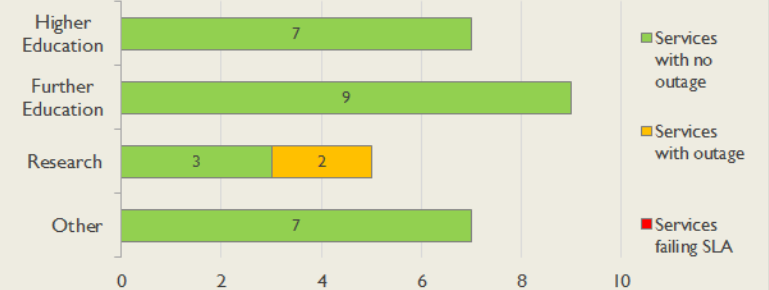
Average Availability

Legend: Thames Valley, JANET

Connections in Thames Valley by Bandwidth

Category	> 1 Gbit/s	≤ 1 Gbit/s	≤ 100 Mbit/s	≤ 10 Mbit/s
Higher Education	15	2	2	
Further Education	6	3	1	
Research	5	7	1	
Other	2	5	3	2

Legend: > 1 Gbit/s, ≤ 1 Gbit/s, ≤ 100 Mbit/s, ≤ 10 Mbit/s, Dark Fibre

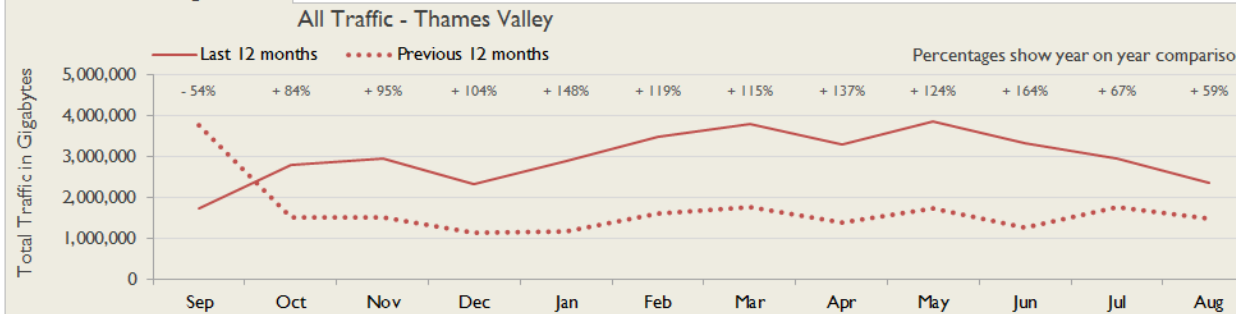| Average Availability of All Services in Thames Valley				Average Availability of All Services in Janet			
Aug 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Aug 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	19	99.98%	10	99.95%	241
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 11m		0.20		5h 13m		0.68	
Based on 15 faults over the last 24 months				Based on 1395 faults over the last 24 months			

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

Thames Valley Service Outages - Last 12 Months

Category	Services with no outage	Services with outage
Higher Education	7	
Further Education	9	
Research	3	2
Other	7	

Legend: Services with no outage, Services with outage, Services failing SLA

Connection Usage

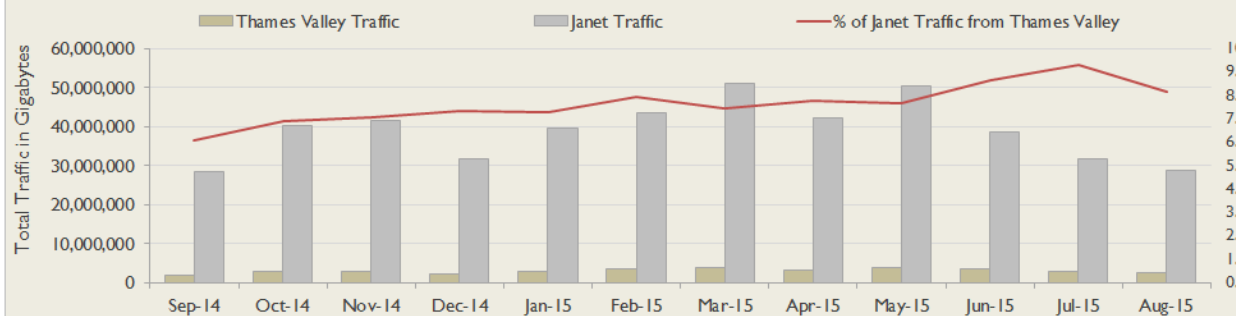Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted

All Traffic - Thames Valley

Legend: Last 12 months, Previous 12 months

Percentages show year on year comparison

| - 54% | + 84% | + 95% | + 104% | + 148% | + 119% | + 115% | + 137% | + 124% | + 164% | + 67% | + 59% |

Usage by Connection - % of Available Bandwidth at 90th Percentile

Legend: >75%, 50-75%, 25-50%, 0-25%

Category	0-25%	50-75%
Higher Education	17	2
Further Education	9	1
Research	13	
Other	12	
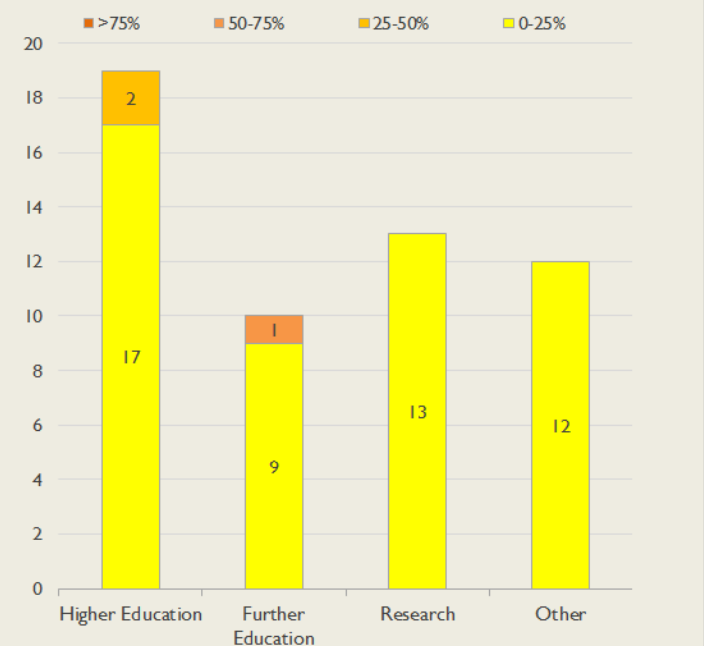
Thames Valley Traffic Against Janet Traffic

Legend: Thames Valley Traffic, Janet Traffic, % of Janet Traffic from Thames Valley

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 agarnst its availability figures

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
Abingdon and Witney College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Activate Learning, Oxford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Activate Learning, Reading College Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Aylesbury College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Buckinghamshire New University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Defence Academy of the United Kingdom	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
European Centre for Medium-Range Weather Forecasts*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Genome Research Limited, Data Centre*										100%	100%	100%	<12 Months
Higher Education Funding Council for England, Datacentre*										100%	100%	100%	<12 Months
Imperial College of Science, Technology and Medicine, Data Centre*									100%	100%	100%	100%	<12 Months
Jisc Services Limited, North Leigh	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London, Slough Data Centre*									100%	100%	100%	100%	<12 Months
London School of Economics and Political Science, Data Centre*												100%	<12 Months
Medical Research Council, MRC Harwell	100%	100%	100%	**99.41%**	100%	100%	100%	100%	100%	100%	100%	100%	**99.95%**

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
Medical Research Council, David Phillips Building	100%	**99.18%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.93%**
Natural Environment Research Council, Joint Research Council HQ*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, CEH, Wallingford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New College Swindon	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newbury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oxford Brookes University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reading Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Borough of Windsor and Maidenhead, Tinkers Lane	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Borough of Windsor and Maidenhead, York Stream House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Science and Technology Facilities Council, Rutherford Appleton Laboratory*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Slough Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Swindon College, via Swindon R-PoP	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City of Liverpool College, Data Centre												100%	<12 Months
The Francis Crick Institute Limited, eMedLab*											100%	100%	<12 Months
The Henley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Reading, Henley Business School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Reading*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United Kingdom Atomic Energy Authority*						100%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
University College London, Data Centre*										100%	100%	100%	<12 Months
University of Oxford, Institute for Reproductive Services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Oxford, Bodleian Facility	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Oxford*	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
Defence Academy of the United Kingdom	01/08/2015 14:44	01/08/2015 16:08	00:00	01:24	Customer Environment	Power issues at Defence Academy of the United Kingdom
Activate Learning, Oxford Campus	05/08/2015 15:18	06/08/2015 05:29	00:00	14:11	Customer Scheduled Maintenance	Site maintenance
Natural Environment Research Council, CEH, Wallingford	25/08/2015 09:11	25/08/2015 09:25	00:00	00:14	Customer Equipment	.Faulty UPS
The University of Reading, Department of Meteorology	29/08/2015 08:15	29/08/2015 13:46	00:00	05:31	Customer Unscheduled Maintenance	Unscheduled customer maintenance