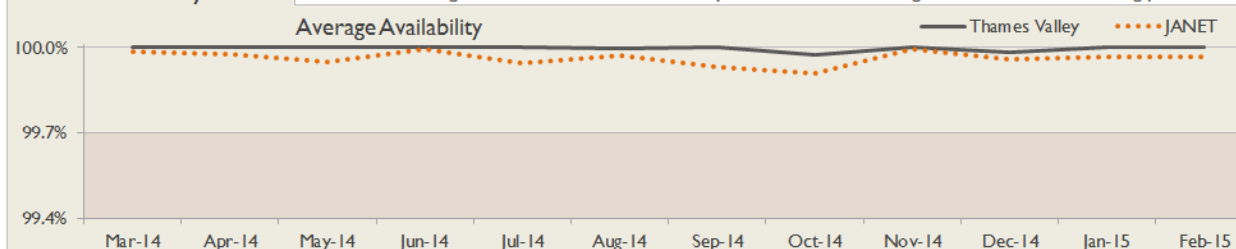# Thames Valley Service Report
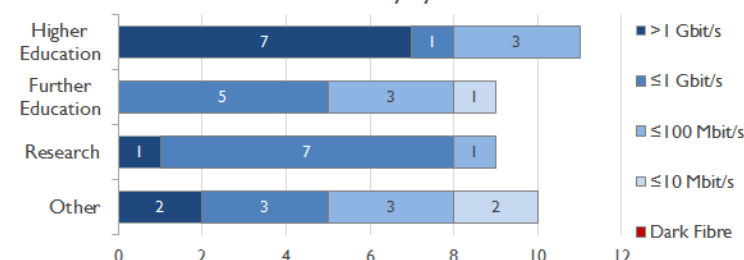
February 2015

Service Reliability

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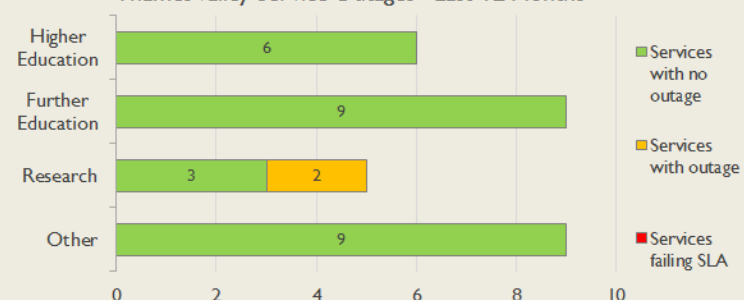
Average Availability

Legend: Thames Valley · JANET

Y-axis: 100.0%, 99.7%, 99.4%
X-axis: Mar-14, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14, Nov-14, Dec-14, Jan-15, Feb-15

Connections in Thames Valley by Bandwidth

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

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

X-axis: 0, 2, 4, 6, 8, 10, 12

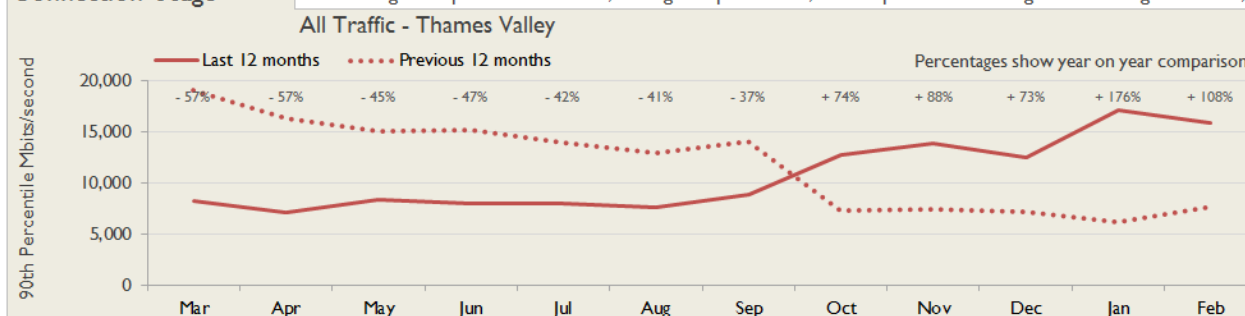| Average Availability of All Services in Thames Valley				Average Availability of All Services in Janet			
Feb 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Feb 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	21	99.97%	13	99.96%	198
Mean Time to Repair	Average Faults per Service per Year			Mean Time to Repair	Average Faults per Service per Year		
4h 11m	0.24			6h 03m	0.61		
Based on 15 faults over the last 24 months				Based on 1214 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

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

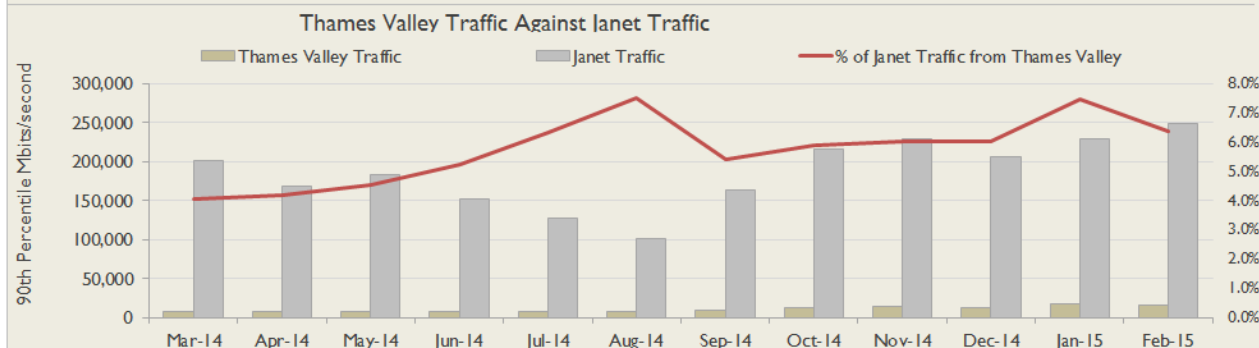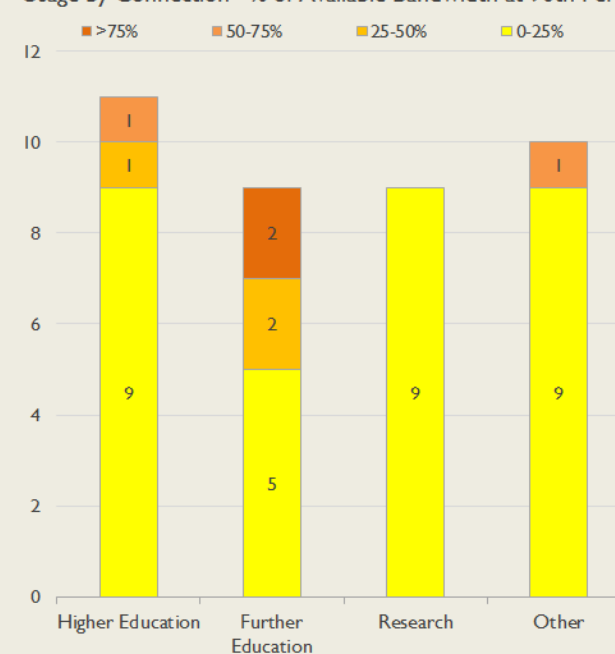| Category	Services with no outage	Services with outage
Higher Education	6	
Further Education	9	
Research	3	2
Other	9	

X-axis: 0, 2, 4, 6, 8, 10

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 - Thames Valley

Legend: Last 12 months · Previous 12 months

Percentages show year on year comparison

Y-axis: 90th Percentile Mbits/second — 20,000, 15,000, 10,000, 5,000, 0
X-axis: Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb

Percentages: - 57%, - 57%, - 45%, - 47%, - 42%, - 41%, - 37%, + 74%, + 88%, + 73%, + 176%, + 108%

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

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

Category	0-25%	25-50%	50-75%	>75%
Higher Education	9		1	1
Further Education	5	2		2
Research	9			
Other	9		1	

Y-axis: 0, 2, 4, 6, 8, 10, 12
X-axis: Higher Education, Further Education, Research, Other

Thames Valley Traffic Against Janet Traffic

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

Left Y-axis: 90th Percentile Mbits/second — 300,000, 250,000, 200,000, 150,000, 100,000, 50,000, 0
Right Y-axis: 8.0%, 7.0%, 6.0%, 5.0%, 4.0%, 3.0%, 2.0%, 1.0%, 0.0%
X-axis: Mar-14, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14, Nov-14, Dec-14, Jan-15, Feb-15

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	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 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%	99.98%	100%	100%	100%	100%	100%	100%	>99.99%
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 County Council*	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%
Jisc Collections and Janet Limited, North Leigh	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	100%	100%	>99.99%
Medical Research Council, MRC Harwell	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	99.95%
Medical Research Council, David Phillips Building	100%	100%	100%	100%	100%	100%	100%	99.18%	100%	100%	100%	100%	99.93%
Natural Environment Research Council, CEH, Wallingford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, Joint Research Council HQ*	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%

Service	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	12 Month Rolling Availability
Oxford Brookes University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oxfordshire County Council*	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, York Stream House	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%
Ruskin College	100%	100%	100%	100%	100%	**99.98%**	100%	100%	100%	100%	100%	100%	**>99.99%**
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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, via Reading*												100%	<12 Months
University of Oxford, Bodleian Facility		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Oxford*	100%	100%	100%	100%	100%	**99.98%**	100%	100%	100%	100%	100%	100%	**>99.99%**
University of Oxford, Institute for Reproductive Services	100%	100%	100%	100%	100%	**99.98%**	100%	100%	100%	100%	100%	100%	**>99.99%**

Connection outages for current month

Maintenance outages are included in this table - only unscheduled maintenance is counted against availability.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
No outages						