

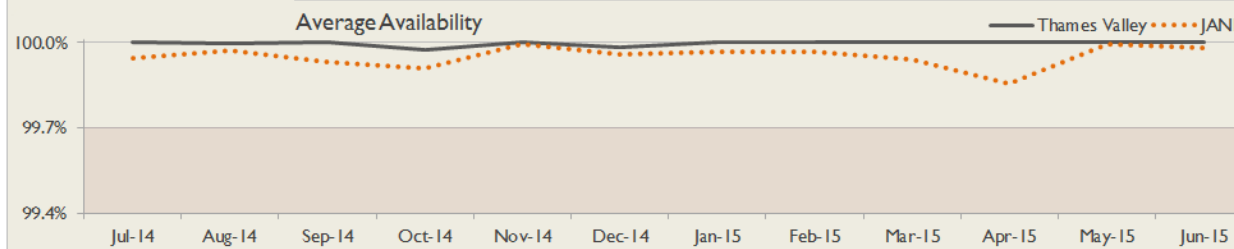


Thames Valley Service Report

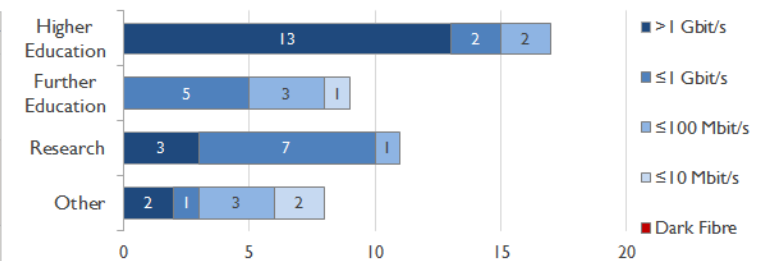
June 2015

Service Reliability

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



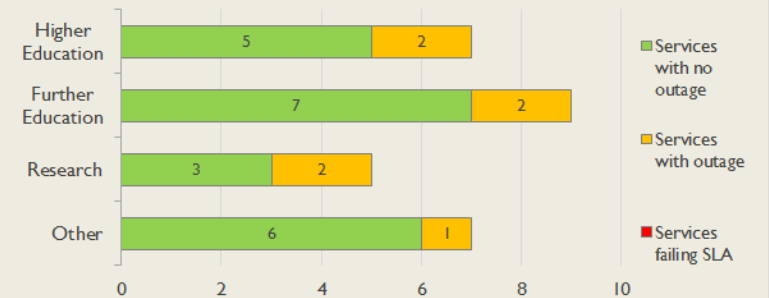
Connections in Thames Valley by Bandwidth



Average Availability of All Services in Thames Valley				Average Availability of All Services in Janet			
Jun 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jun 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	21	99.98%	9	99.95%	259
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 11m		0.23		5h 40m		0.66	
Based on 15 faults over the last 24 months				Based on 1342 faults over the last 24 months			

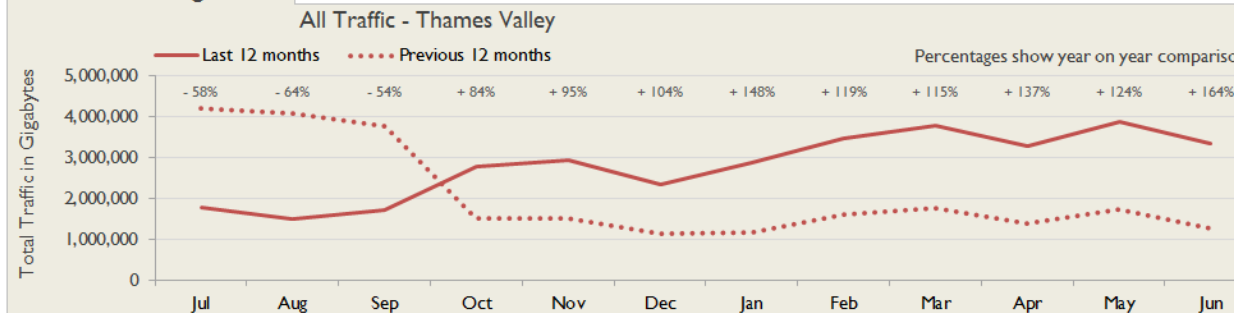
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Thames Valley Service Outages - Last 12 Months

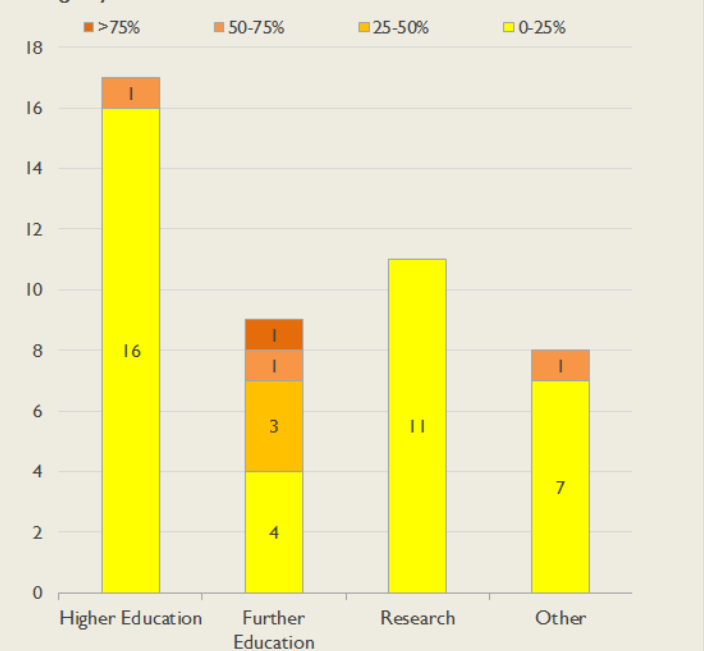


Connection Usage

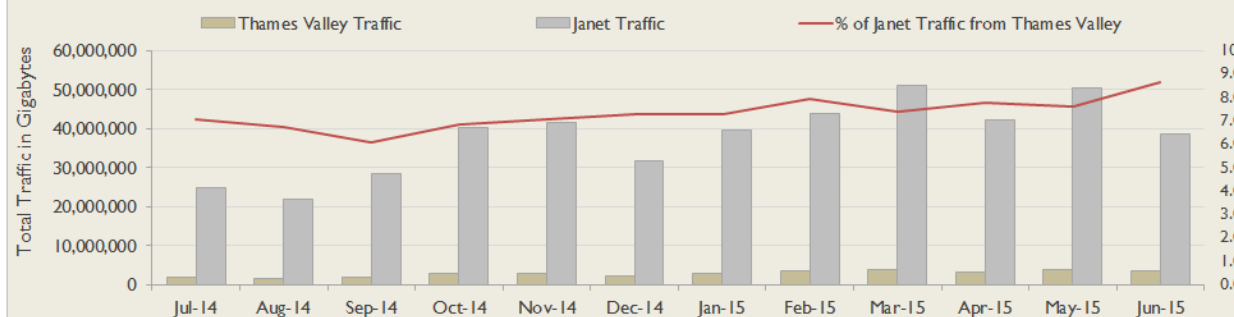
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



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



Thames Valley Traffic Against Janet Traffic



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 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	12 Month Rolling Availability
Abingdon and Witney College	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%
Activate Learning, Oxford Campus	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%
Imperial College of Science, Technology and Medicine, Data Centre*												100%	<12 Months
Jisc Services Limited, North Leigh	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
King's College London, Slough Data Centre*										100%	100%	100%	<12 Months
Medical Research Council, David Phillips Building	100%	100%	100%	99.18%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Medical Research Council, MRC Harwell	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	99.95%
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%

Service	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	12 Month Rolling Availability
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, 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%	99.98%	100%	100%	100%	100%	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, via Swindon R-PoP	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*	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%
United Kingdom Atomic Energy Authority*								100%	100%	100%	100%	100%	<12 Months
University College London, Data Centre*												100%	<12 Months
University of Oxford*	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Oxford, Institute for Reproductive Services	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Oxford, Bodleian Facility	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wellcome Trust Sanger Institute, Data Centre*												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
Aylesbury College, via Oxford	31/05/2015 17:22	01/06/2015 00:42	00:00	07:20	Telco Equipment	Faulty IOM card in VM network
Wellcome Trust Sanger Institute, Data Centre, Link I	02/06/2015 07:04	03/06/2015 07:09	00:00	24:05	Regional Scheduled Maintenance	Scheduled router upgrade maintenance
European Centre for Medium-Range Weather Forecasts, via Neos	03/06/2015 15:45	03/06/2015 16:41	00:00	00:56	Customer Scheduled Maintenance	Customer unscheduled maintenance
Natural Environment Research Council, CEH, Wallingford	04/06/2015 10:25	04/06/2015 16:20	00:00	05:55	Customer Equipment	Site router failed.
Natural Environment Research Council, Joint Research Council HQ, North Star House	05/06/2015 09:12	05/06/2015 11:01	00:00	01:49	Customer Scheduled Maintenance	Site maintenance
Natural Environment Research Council, Joint Research Council HQ, North Star House	05/06/2015 11:04	05/06/2015 11:12	00:00	00:08	Customer Scheduled Maintenance	Site maintenance
Natural Environment Research Council, Joint Research Council HQ, North Star House	05/06/2015 11:34	05/06/2015 12:54	00:00	01:20	Customer Scheduled Maintenance	Site maintenance
Natural Environment Research Council, Joint Research Council HQ, North Star House	06/06/2015 14:43	06/06/2015 15:02	00:00	00:19	Customer Scheduled Maintenance	Router Swap
Natural Environment Research Council, Joint Research Council HQ, North Star House	09/06/2015 15:34	10/06/2015 07:53	00:00	16:19	Customer Scheduled Maintenance	Site BGP maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Aylesbury College, via Oxford	18/06/2015 20:07	18/06/2015 20:57	00:00	00:50	Telco Scheduled Maintenance	Telco fibre splicing in prep for circuit upgrade