

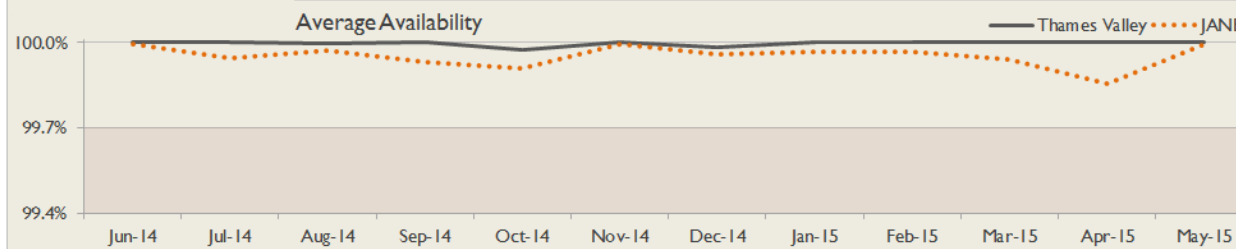


## Thames Valley Service Report

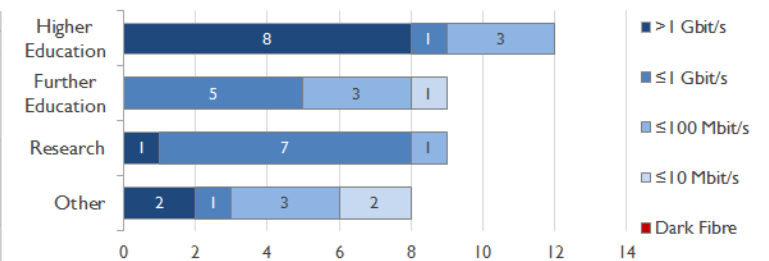
May 2015

## Service Reliability

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



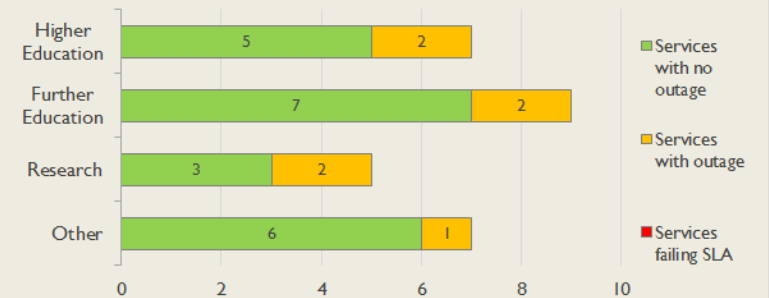
## Connections in Thames Valley by Bandwidth



Average Availability of All Services in Thames Valley				Average Availability of All Services in Janet			
May 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	May 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	>99.99%	21	>99.99%	3	99.95%	254
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
4h 11m		0.25		5h 50m		0.64	
Based on 15 faults over the last 24 months				Based on 1294 faults over the last 24 months			

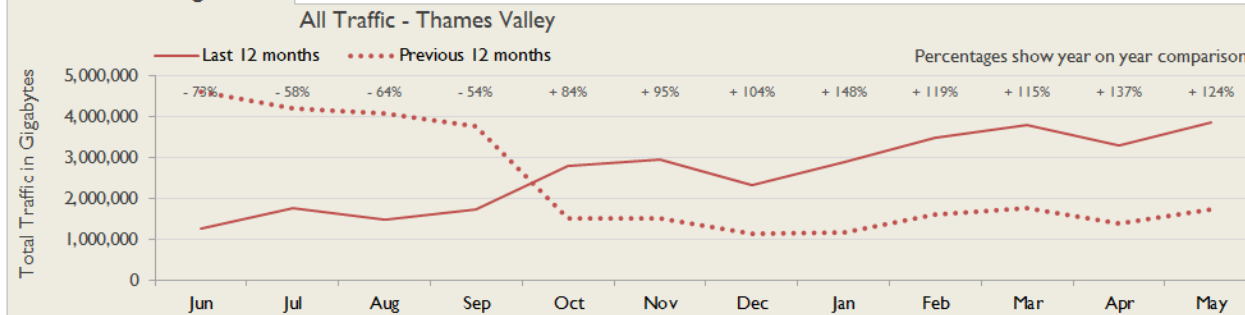
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

## Thames Valley Service Outages - Last 12 Months

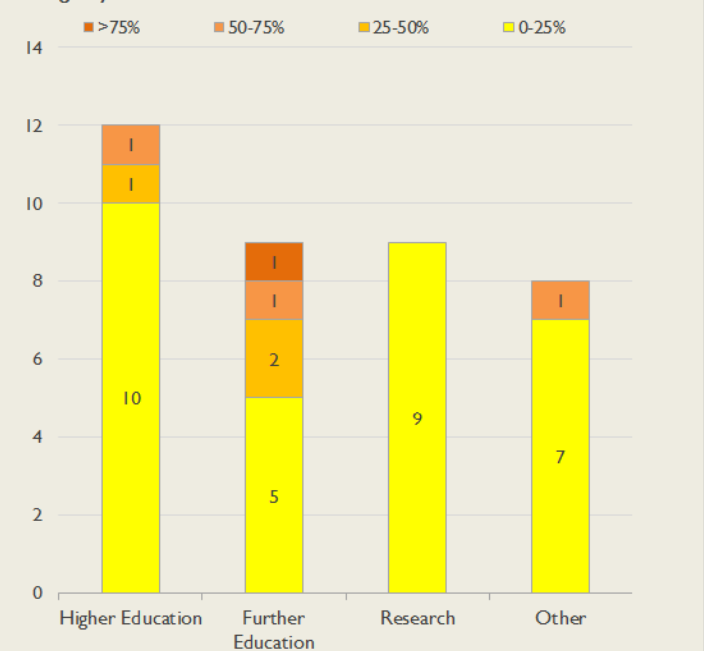


## Connection Usage

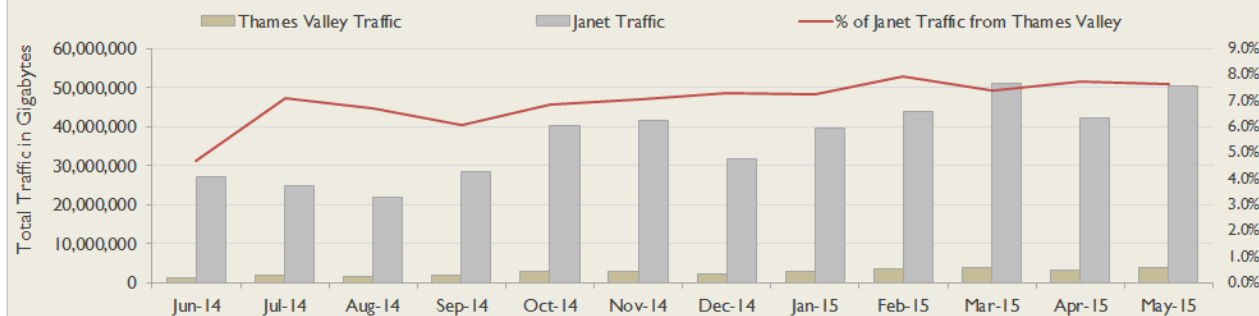
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



## 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	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 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%	100%	99.98%	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%
Jisc Services Limited, North Leigh	100%	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
King's College London, Slough Data Centre											100%	100%	<12 Months
Medical Research Council, MRC Harwell	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	99.95%
Medical Research Council, David Phillips Building	100%	100%	100%	100%	99.18%	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%

Service	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	12 Month Rolling Availability
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%	100%	99.98%	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, 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%	<12 Months
University of Oxford*	100%	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University of Oxford, Institute for Reproductive Services	100%	100%	99.98%	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%

## 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
United Kingdom Atomic Energy Authority, via Rutherford Appleton Laboratory	06/05/2015 08:35	06/05/2015 18:13	00:00	09:38	Customer Maintenance	Customer unscheduled firewall maintenance
Aylesbury College, via Oxford	07/05/2015 07:48	07/05/2015 09:18	00:00	01:30	Unknown	Unknown
United Kingdom Atomic Energy Authority, via Rutherford Appleton Laboratory	15/05/2015 18:10	17/05/2015 02:05	00:00	07:55	Customer Maintenance	Customer scheduled maintenance
Natural Environment Research Council, Joint Research Council HQ, North Star House	17/05/2015 23:50	18/05/2015 13:51	00:00	14:01	Customer Equipment	Customer SFP GBIC issue
New College Swindon	18/05/2015 23:24	18/05/2015 23:41	00:00	00:17	Unknown	Customer investigated cause could not be identified
United Kingdom Atomic Energy Authority, via Reading	20/05/2015 18:26	21/05/2015 00:48	00:00	06:22	Customer Maintenance	Scheduled customer maintenance