



janet

Janet Quarterly Report to the Community  
November 2013-January 2014



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## Introduction

We are pleased to bring you this issue of the Quarterly Report following a break in production.

The videoconferencing team has been to a couple of events and is planning Janet's involvement in Jisc's Digital Festival.

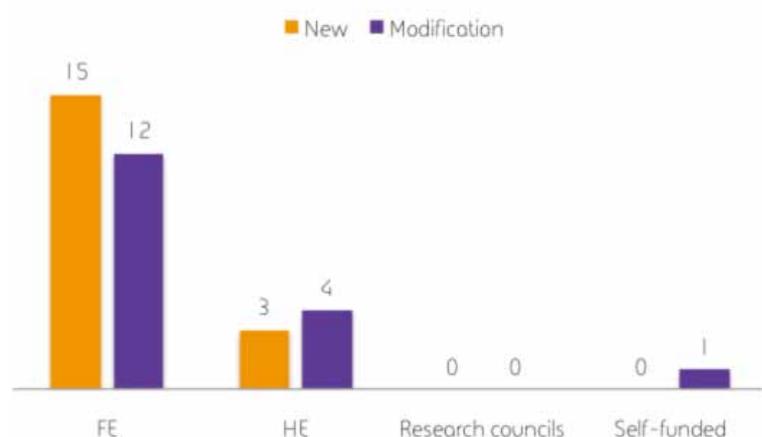
There are a number of updates for the Community from the Strategic Technologies team, including the publication of three Moonshot-related Proposed Standards, and supporting 4k video streams for the Commonwealth Games.

This report is for you, our Community. If you have any comments or suggestions for future content, please get in touch by joining the Community group and leaving a comment:

<https://community.ja.net/groups/janet-quarterly-reports-community>

A total of 18 new connections have been made over this quarter, with a further 17 modifications.

### New/modified connections



### External Network Access Provision and Transmission

Total traffic over all Janet's external connections reached its highest level at 140Gbit/s in January 2014, which showed a 16 percent increase compared to January 2013.

#### Access to the European Research Network

This has been upgraded to 100Gbit/s on both primary and backup connections. Total traffic over the GÉANT link over the past quarter was at around 14Gbit/s.

#### Access to the Global Internet

Access is achieved via three global transit providers, TeliaSonera and GTT (formerly Inteliquent) from Telehouse® and Teleticity Harbour Exchange, and Level 3 from Teleticity Manchester. Total global transit traffic reached its highest level at 33Gbit/s in January 2014. A 27 percent increase in peak traffic was seen compared with January 2013.

#### Access to the UK's Internet Exchange

Janet is a member of the LINX (London Internet Exchange) and IXLeeds, peering with over 300 networks via the connections to the LINX and IXLeeds in London, Manchester and Leeds. The peak traffic over these public peering connections reached its highest level at 32Gbit/s in January 2014. Compared with January 2013, it showed a 30 percent increase in peak traffic in January 2014.

#### Private Peering Connections

Janet also has private peering arrangements with a number of ISPs and content providers, such as Google, Akamai and Limelight. Total aggregated traffic on all private peering connections recorded roughly 51Gbit/s during the quarter.



## Janet 3G

*Janet 3G is a service designed to give academic and support staff network access on the move. It is now possible to purchase a range of 3G mobile data packages, designed to provide fill-in access for the research and education community when Wi-Fi or fixed connectivity is not available. Unlike conventional 3G packages, the service can be purchased on a range of tariffs including a transparent 'Pay As You Use' option, providing scope for significant savings for occasional users.*

There are a total of 65 organisations using the Janet 3G Service.

The Janet 3G Mobile Broadband Framework Agreement has been extended by a further two years ending on 21 July 2015.

Details of Janet 3G can be found at: <https://www.ja.net/products-services/janet-connect/janet-3g>

## Wireless Technology Advisory Service

*WTAS maintains a watch on technological and best practice developments and works towards quality assurance mechanisms.*

'Getting started with Spectrum Analysis using Wi-Spy and Chanalyzer' was published in the last quarter, providing readers with an overview on how to get started with identifying and troubleshooting common sources of interference of their local RF environment in Wi-Fi (802.11 a/b/g/n) networks. The document is available at:

<https://community.ja.net/library/advisory-services/getting-started-spectrum-analysis-using-wi-spy-and-chanalyzer>

## Multi-site Connectivity Advisory Service

*The Janet Multi-site Connectivity Advisory Service provides advice and guidance and produces technical literature on a wide range of issues relating to inter-site network inter-connection.*

Enquiries were mainly on the topics of options for inter-site connections for organisations with multiple sites, high bandwidth local links and networking strategy following college mergers. The web site, which provides wide-ranging information for the Community, remains popular and the MCAS service continues to serve all sectors of the Janet Community.



## Janet connect – Authentication & Authorisation

### eduroam

*eduroam provides users with authenticated network logon and access to the Internet through a single Wi-Fi profile and set of credentials, wherever the service has been made available by participating organisations.*



Usage and uptake of the service continues to be impressive, with 256 organisations participating. This comprises most of the UK HE organisations, a growing number of research organisations and particularly FE colleges. Usage of the service continues to be strong, with a new record high of 368,200 devices being detected during November by the national proxies. This indicates ever greater inter-organisation roaming and an increasing population of users and devices benefitting from eduroam whether in term time or during vacations.

Technical developments this quarter included the introduction of new components in the support server to assist service administrators at member organisations.

### Janet Certificate Service

*SSL server certificates offer your end users some assurance about the identity of a website's host.*

Janet has issued 1,824 certificates during this quarter, resulting in a total of 13,749 certificates over the previous 12 months.

Janet has started a procurement exercise for the next Certificate Service, which aims to reduce the time it takes to obtain high assurance certificates. We are also exploring options for providing other types of certificates, such as personal and code signing certificates. The new service will be in place before July 2015, allowing more than six months of transition.



## Janet connect – Security

### CSIRT

*Janet CSIRT safeguards the current and future network security of Janet and of the Community, monitoring and resolving any security incidents that occur on the Janet network.*

The first part of this quarter saw a high amount of reports of malware across the Community, which dipped in the middle of the period then rose almost to the level of reports earlier in the quarter.

The reports of denial of service attacks have steadily increased as the period has progressed. The number of reported phishing attempts peaked in the middle part of the quarter but has otherwise been at its usual levels.

The attempts to scan and probe for vulnerabilities in systems continues at the usual levels.

### Web Filtering

*The Janet Web Filtering service is intended to provide web filtering for primary connected Janet customer organisations that do not have the resources to support it themselves, or organisations with certain specific needs. The service lets each organisation manage its own list of blocked or permitted URLs by filtering in accordance with the local policy of the organisation, and tailor these filters to its exact needs giving protection against access to inappropriate content on the Internet.*

During the quarter two organisations joined the service and one elected to be removed from the service. A few organisations have chosen to have two filtering accounts. There are currently 77 individual organisations using the service.

Details of Janet Web Filtering can be found at: <https://www.ja.net/products-services/janet-connect/web-filtering>

### Janet DNSBLs & DNSWLs

*Janet hosts mirrors of several leading DNS blocklists and whitelists that Janet customer organisations can integrate with their email service to protect their users from email abuse:*

- *Blocklists - Spamhaus Zen and MAPS RBL+*
- *URI lists - SURBL and URIBL*
- *Whitelists - Spamhaus SWL and DWL plus DNSWL.org*

Over the last year, some customers reported a troubling proportion of false positives when using MAPS RBL+ data. Because this could result in the incorrect rejection of valid messages, we have taken this issue up with Trend Micro, the supplier. It appears that the RBL+ data has to be used in conjunction with the newly developed Trend Micro whitelist. We are still in discussion with Trend Micro and hope to resolve this issue with a minimum cost implication. In the meantime we advise that organisations should not use MAPS for blocking or rejecting email messages but can use MAPS to provide a slight hint towards a spam score until the issue is resolved.

We still strongly recommend that organisations use the Spamhaus lists. Details of the lists mirrored by JANET may be found at: <https://community.ja.net/library/janet-services-documentation/dns-blocklists-and-whitelists>



## Janet connect – ISP

### Primary Nameserver Service

*The operation of nameservers and maintenance of DNS information is an essential infrastructure activity that some small organisations do not have the resources to perform themselves. This service enables customers to publish and manage DNS records on a central nameserver through a secure web portal or to request Janet make changes for them.*

Organisations using the Janet Primary Nameserver Service can now request access to a secure web portal to undertake administrative tasks to their zone files. This will enable the authorised administrators to edit their resource records whenever they need to, and schedule changes outside of normal working hours.

Nineteen organisations registered during the reporting period to use the Janet Primary Nameserver service. There are now a total of 230 users of the service. We currently support over 1200 forward and reverse zones.

Of the 230 users, 159 have elected to administer their own zones' resource records through the Janet Web DNS Admin portal.

Sector split:

Adult Community Learning: 36

Research Council: 1

Higher Education: 24

Further Education: 80

Sixth Form Colleges: 18

Specialist Colleges: 31

Local Authorities: 15

Regional Broadband Consortia: 1

School: 1

Other: 23

The Backup Web Hosting feature to the service allows organisations to rapidly deploy a simple webpage to cover any potential outage periods thereby ensuring an organisation's continued web presence. A total of 15 organisations have successfully deployed the feature to cover network outages.

### Off-site Resolver Service

*Resolvers are part of the DNS functions that query nameservers for IP addresses. Janet organisations with small networks will find it useful to use the off-site resolver set up for their benefit by Janet.*

The service continues to run reliably and effectively.

Four organisations joined during the reporting period taking the total number of organisations to 159.

More details can be found at: <https://www.ja.net/products-services/janet-connect/off-site-resolver-service>



## Webmail Service

Since its launch in 2004, Janet has been working with RM Education plc to provide a Webmail Service to support smaller organisations that did not have the resource to manage their own mail systems. This was centrally funded for ACL and specialist colleges.

Following a regular and scheduled review of the Janet Webmail Service, we consider that this service no longer offers the best value to our customers. As a result we will cease offering the Janet Webmail Service from 1 October 2014 onward.

We wish to support our customers in the transition arrangement to the existing third party provider (RM Education plc) or other providers such as Google or Microsoft. We will be able to provide advice and support over the next eight months in their transition from the Janet Webmail Service to the alternative provider of their choice.

More details can be found at: <https://community.ja.net/library/janet-services-documentation/web-mail-service>

## Domain Name Registration Service

*Janet is responsible for the administration and registration of domain names under the ac.uk and gov.uk domains.*

During the reporting period a total number of 489 requests for both new domain name registrations and modifications to existing entries were received. The rate of applications for new domain names averaged 50 per month, with an average of 113 modifications for each month.

## IP Address assignment

*Customers with a Janet connection, can also be assigned an IP network number from the Janet allocated ranges.*

Twenty-three applications were received and completed during the reporting period, including three applications for IPv6 address space.

## Network Time Service

*The Janet Network Time Service delivers a stable time reference to customer organisations using the Network Time Protocol (NTP) specified in RFC 1305.*

Five organisations registered to use the Service during the quarter. There are a total of 310 sites using the Service. The Service continues to be stable and well-used.

Details of the service can be found at: <https://www.ja.net/products-services/janet-connect/ntp>

## Web Hosting

*The Janet Web Hosting service is intended to provide space on central web servers for primary connected Janet customer organisations that do not have the resources to support hosting themselves. It is aimed at the Specialist College and ACL sectors, although other eligible organisations may use the service as a contingency as a chargeable service.*

One organisation joined the service during the reporting period bringing the total number of organisations using the service to 84.

Details of Janet Web Hosting can be found at: <https://www.ja.net/products-services/janet-connect/web-hosting>



### Janet Videoconferencing Service

*This service brings people together by enabling easy communication and collaboration across the Community, removing geographical barriers.*

During the quarter this Service was used for over 7,600 videoconferences which took place over around 11,500 hours, including the Christmas holidays. The total number of registered users has grown to 9,809, with over 8,039 venues registered to use Janet videoconferencing. In December 2013 the service grew almost 14% compared with the same period in 2012.

	IP only sessions	Hours	ISDN only sessions	Hours	Bridged sessions (IP to ISDN)	Hours
November	2,423	3,489	28	48.45	410	907.35
December	1,900	2,580	15	25.45	355	632.52
January	2,011	2,890	14	18.00	464	978.00
Total	6,334	8,959	57	91.90	1,229	2,517.87

#### *BETT 2014 - Next Generation Content*

Representatives from Janet Videoconferencing took part in two days devoted to videoconferencing at the BETT show. This took place at EXCEL in London at the end of January. Thanks go to Mina Patel (Director of VCFL) for inviting us to be part of what was a most rewarding and exciting event. In the 400 seat BETT Arena, Lord David Puttnam was a keynote speaker, making clear the essential role of videoconferencing in his working life. This technology enables him to deliver a university course to students in Australia from his home in Ireland. Under the title, 'Next Generation Content: Utilising video conferencing across the Curriculum to connect securely with experts and industry', there were presentations from a range of Janet Content Providers, universities and schools explaining the importance of VC in their work. The future plans for Janet Content Providers and to involve more input from industry were discussed. We were delighted to have Lord Jim Knight and Tim Marshall, CEO Janet, present the Janet VC awards. The winners of awards for excellence by enhancing teaching and learning using videoconferencing were:

- Primary school: Highlands Primary School, Essex
- Secondary school: Belvidere School, Shropshire
- FE college: Grŵp Llandrillo Menai
- HE: University College London and Imperial College London

The investment that has been made in the next generation of the Janet network up to 2022 will offer even more opportunities for UK education to compete in the workplace of the future. Special thanks go to Ewan Grant and Paul Bonnett for their help behind the scenes during the presentations.

Keep up to date with Janet videoconferencing content on Twitter [@JanetVCContent](#).



#### *Jisc Digifest March 2014*

During the quarter, the Janet videoconferencing team began preparations to support this two day event which is being held in Birmingham during March. We will provide technical support by Paul Bonnett from Janet who is giving a presentation about the Service with Richard Sedding, the Service Manager, taking part via VC.

#### *ASE Conference*

Richard spoke at the Annual Association of Science Education Conference on Saturday 11 January at Birmingham University. This was an opportunity to give an update on the Service and engage with the users, among whom were students in teacher training colleges. It is valuable to meet the next generation of teachers to discuss videoconferencing technology.

#### *Visimeet update*

There has been a steady growth in use of Visimeet, a Janet Connected service provided by IOCOM which has replaced the IG2 and Access Grid Toolkit services since September 2013. The December usage saw over 900 conferences taking place over more than 1200 hours, which is a substantial part of the service offering. If you have not tried Visimeet, the link to the website is <http://janet.iocom.co.uk/> to find out more.

### Voice Advisory Service

There has been considerable interest in the Janet Telephony Purchasing Service from the Community and suppliers. Work carried out by Roger Bolam over the last 18 months or so has taken the customer requirements from initial ideas to a full service. The aim of the Service is to provide support for customers in getting best value for money. Several suppliers have already joined the Service and a number of others are currently in the process of doing so.

More details about the Janet Telephony Purchasing Service, including the Buyers' Guide, can be found at: <https://www.ja.net/products-services/janet-collaborate/janet-telephony-purchasing-service>

### Video Technology Advisory Service

The following videoconferencing room systems were evaluated in the last quarter:

Polycom Realpresence Group 500

<https://community.ja.net/library/advisory-services/polycom-realpresence-group-500>

Lifesize Room 220/220i

<https://community.ja.net/library/advisory-services/lifesize-room-220220i>

Polycom Realpresence Group 300

<https://community.ja.net/library/advisory-services/polycom-realpresence-group-300>

### Janet txt

*Janet txt is a comprehensive suite of secure SMS-based messaging services. Specifically tailored to meet the requirements of the education community, Janet txt aims to offer simple, secure and intuitive messaging technology.*

The current Janet txt procurement has been concluded and the contract has been re-awarded to PageOne for a further four years. Service capability, resilience and ISO 27001 data security were key considerations in the decision-making process.

A new case study was published by PageOne detailing how an FE college realised £7,000 per annum savings through use of the Janet txt service. The case study can be found at: <http://www.pageone.co.uk/downloads/case-studies/QMC-CS.pdf>

Details of Janet txt can be found at: <https://www.ja.net/products-services/janet-collaborate/janet-txt>



## Janet futures



### Applications Development

#### *Telephony*

On 29 January 2014, UCISA's Network Group (NG) held a one day 'Converged network and telephony services' event at Sheffield's Electric Works. This was well attended by the Community, with presentations covering, for example:

- user experiences
- lessons learned and case studies around VoIP telephony refresh
- migration from ISDN to SIP
- Unified Communications (UC) solutions
- migration from an on-campus data centre to outsourced services

Henry Hughes, Strategic Programmes Group Manager at Janet, provided an overview of the Janet Telephony Purchasing Service and its benefits. He then went on to discuss further developments for the service, QoS related issues, business continuity considerations and not-spots. Slides from the sessions will be available soon on the UCISA website.

#### *Video services*

The new videoconferencing developments form part of a coherent programme of video-themed activities. Jisc has established itself as a leading proponent of very high resolution broadcast streaming and is currently supporting a project to provide multiple 4K (Ultra High Definition) video streams to off-site editing suites during the Commonwealth Games. The Applications and Video Development Team has also initiated a 4K Student Contribution project due to showcase at Networkshop 2014. We also continue to support the Arts through low latency (LOLA) optimised video installations, and our highly-capable streaming infrastructure, both in creating high profile one-off LOLA performances (such as those enjoyed by the stakeholders at the Janet6 launch) and, for a second year, streaming a Royal Shakespeare Company performance. In another strand we have developed a commercial partnership which greatly simplifies the process of contributing expert commentary from the academic community directly to broadcast news organisations.

### E-Infrastructure

The fibre extensions to Janet6 to connect strategic research facilities are all in place and are being tested and commissioned with the optical transmission systems prior to final acceptance which is expected in mid-February.

A scheme to support industry connections to Janet in the context of academic-industry collaboration is underway and awaiting final approval prior to launching its first call for proposals. The scheme will subsidise these connections for a period of time with funding from the e-Infrastructure programme, and is structured to ensure compliance with state-aid regulations.

Planning for the Aurora2 network is progressing well and the supplier, SSET, has started to commission the new fibre routes. Options for provision of out-of-band telecoms access to the intermediate equipment locations are being discussed and the project is on track. Regular management meetings are being held with the academic partners who are currently refining the flexible optical-node design for the new network.



## AIM

### *Moonshot*

The Moonshot project has passed a significant milestone with the publication of three Moonshot-related Proposed Standards in the [Internet Engineering Task Force \(IETF\) Standards track](#). A Proposed Standard specification is '... generally stable, has resolved known design choices, is believed to be well-understood, has received significant Community review, and appears to enjoy enough Community interest to be considered valuable'. The publication of these documents helps to support international development and piloting activity using this technology and provides a reference point for services providers who wish to offer access to services using Moonshot identities. More details can be found at <https://community.ja.net/groups/moonshot/article/moonshot-standards-milestone-achieved>. A second milestone was also reached in January as we have seen the first operation of trust fabric infrastructure in support of the Moonshot pilot activities.

The development team has also been in discussions with Diamond Light Source, as one of the leading organisations in the national pilot, and the Paul Scherrer Institute in Switzerland in the GÉANT GN3plus pilot, on how best to support access to their services by the 30,000 users of Umbrella identities. Umbrella is the pan-European federated identity system for the users of the European large photon/neutron facilities.

### *AIM Strategy*

Following a consultation with stakeholders and customers, the Jisc AIM Strategy and implementation plan has now been published setting out Jisc's high level objectives. These seek to continue the evolution of access and identity management for the UK education and research sectors and clearly state targets of how the strategy will be met over the coming two years. Both documents can be found at: [www.tinyurl.com/jiscaim](http://www.tinyurl.com/jiscaim)

## Cybersecurity

We are working to establish a pilot threat information service that will explore the possibility of providing timely and accurate aggregated threat and vulnerability information to Janet connected organisations. The CSIRT already provides advice and guidance in this area, but this pilot seeks to expand current activities by enhancing the capability of Janet to collect information on threats seen on the Janet network and, combining this with information from Janet customers, make aggregated information available to all Janet connected organisations. The pilot will also investigate the extent to which the collection and delivery of threat information can be automated.



## Janet cloud

Over the last quarter considerable interest has been shown for Janet's amendments to the Microsoft Office 365 and Google Apps for Education agreements.

In November, Manchester Metropolitan University hosted a one-day technical workshop for administrators of Office 365. This was well attended by Janet users who are moving to cloud based services themselves or are considering doing so. From a Janet point of view it was useful to hear of the experiences, solutions, benefits, etc. From the attendees' point of view it was useful to network with others who could advise or provide assistance.

### Data Archiving Framework

Janet recently set up a framework agreement with Arkivum, enabling the provision of a highly secure, easy-to-use and cost-effective data archiving service for research and education.

The framework can be used by all Janet connected organisations – Further Education and Higher Education organisations, specialist colleges and research councils. For more details please see:

<https://www.ja.net/products-services/janet-cloud-services/data-archiving-framework>

The Buyers' Guide and other related documentation can be found at: <https://community.ja.net/groups/data-archive-tape-service>

### Financial X-ray Service

Financial X-rays were carried out for two universities, with strong positive feedback. In late January, a presentation about Financial X-ray was delivered to the Russell Group Registrars' Forum held in London. Organisations appreciate the understanding this provides in regard to the cost of provision for their IT service and for the common language between IT and finance in terms of the costs that go into IT and the outputs of IT departments. Furthermore the benchmarking information is increasingly valuable for those taking up this service.

### File Sync and Share

We are in the process of providing access to File Sync and Share services. This will encourage major providers of this type of service to offer their capabilities to the sector. Companies like Dropbox will be eligible to join the scheme.

### Sector Agreements

Janet has been working with Microsoft on updating the documents to reflect changes to the provision terms for Microsoft cloud services. Discussions continue with regard to making Azure available to education and research organisations with preferential terms and pricing, we continue to look for organisations keen to adopt these services. Recently Janet, together with other European NRENs, engaged with Microsoft senior management at Redmond to progress negotiations leveraging the aggregated needs across Europe.

Janet has been working with Amazon Web Services and their UK reseller and are currently establishing pilots with three universities. The due diligence work on the terms and conditions continues with both sets of legal teams.

### Shared Data Centre

We have worked intensively with a group of leading research oriented organisation on the procurement of a shared data centre for colocation and further services. This is a significant step forward for the sector searching for efficiencies as well as commitment by leading organisations into the use of commercial, off-campus data centres.



## Legal and regulatory updates

A new Defamation Act came into force on 1 January, increasing the legal protection for academic debate and for websites that host it. Any website operator concerned that allegations of defamation are being used to suppress legitimate free speech can now follow a specified administrative process to have a court, rather than the operator, arbitrate between these two legal duties. Janet and UCISA were consulted on the Act and Regulations, and the detailed guidance on the website process that has now been published by the Ministry of Justice.

Janet has been asked by Research Councils UK to establish a working group on e-Infrastructure Security and Access Management. A first full meeting of the group and meetings with individual e-Infrastructures to discuss their requirements have been very productive.

In the past, Janet connected sites that wished to offer Internet access to the public have had to use a separate network connection to carry this traffic to a partner Internet access provider. Under a new legal and technical model, now part of the Janet Eligibility Policy, an encrypted tunnel across Janet can replace the separate connection. To preserve the legal status and reputation of the Janet IP service, public traffic must still be routed via a partner access provider.

Presentations on Bring Your Own Device have been given to Jisc's Preparing for Safer Internet Day webinar and to the Janet South West User Group. A talk on Federated Access Management and the Law was presented, remotely, to a conference organised by CARNet in Zagreb. Discussions on protecting valuable research data were held with the RUGIT Security Group. Janet's course on Managing IT Services was held in Birmingham.



## Community updates

### Janet Service Desk

The service desk is the primary point of contact for all enquiries concerning Janet services and requests for information. It can be contacted at: [service@ja.net](mailto:service@ja.net)

During this reporting period the total number of enquiries received was 1,939. Most of these queries related to the Domain Name registration service, requests for Janet connections and applications or queries relating to other Janet services.

Nine complaints were received. Dialogue has remained open for one of these complaints during this reporting period.

### Customer engagement

#### Scotland

The Janet Scotland Technical Briefing was held on 21 January at the University of Aberdeen.

Thirty-two delegates attended the event with six more joining in via videostreaming. Recordings from the event are available on the Janet Scotland Community pages.

Some Janet staff, including the CE Manager, attended a demonstration of Ultra High Definition technology held at the Digital Design Studios, part of the Glasgow School of Art. This very successful event was held in January.

Regular meetings have been held with the HEIDS group, Education Scotland and the RSC Scotland.

#### North East, Yorkshire and Humberside

In the North East Region responsibility for the operation of the regional network transitioned successfully from NorMAN to Janet in early November. Feedback from a number of customers on this process has been positive. In January a process began to engage with all customers in the region to gather requirements for the re-procurement of the regional network which will be completed in 2015. The CE Manager and Network Service Manager have been meeting HE customers individually as required and will be engaging with the regions' universities as a group through the existing NorMAN Management Board. FE Customers are being offered multiple routes through which they can provide their requirements, including a workshop as part of the Jisc RSC Technical Group which is planned to take place in February. Each College is also being invited to provide requirements directly to Janet via an online survey.

In Yorkshire and Humber work continues to support customers. The responsibility for the operation of the regional network will transition from YHMAN to Janet during 2014 and a joint customer briefing event is being planned as part of this project. This will provide information to customers in the region on the transition process.

During the period, engagement meetings have been held with Sheffield Hallam University, and the Universities of York, Northumbria, Sunderland, Leeds, Bradford, Durham and Teesside. Other Janet customers have also been engaged during the period including Northumberland College, SYCoNET Group (8 colleges in South Yorkshire), Kirklees College, St. Peters School, The British Library, Leeds City College, Hull College, Barnsley College and The Sheffield College.



### *Wales*

The Welsh Customer Engagement Programme continues to increase in scale, with a particular focus on the increasing number of partnerships between colleges and universities. The past year has seen a substantial uptake of the Janet Microsoft Agreement within the HE sector, the first use of the Janet Telephony Purchasing Service (Pembrokeshire College) and a large growth in eduroam deployments both in the few remaining HE and FE sites and in the NHS and Local Government.

Reprocurement of the PSBA network, used to deliver Janet services in Wales, is a major aspect of ongoing activity with Janet representing the HE, FE and research sector at all levels. The procurement process being led by Welsh Government has involved a great deal of work with potential suppliers to ensure that they understand and can support the needs of the Janet Community in Wales.

### *South West and West Midlands*

There is considerable interest in many of the new services in the South West and West Midlands. Most organisations are considering using the Janet ESSIS penetration testing service and feel that it offers good value. Telephony replacement or moves to SIP trunks seem high on IT managers' agendas. eduroam, as ever, is something that FE colleges are interested in looking at but the cost in financial or staff terms, is a major factor in consideration. Universities in particular seem to be looking at offering public access Wi-Fi and the Janet offering seems to be appropriate.

West Midlands network re-procurement is underway.

### *London*

The installation of the new Janet London infrastructure is well on the way and Virgin media is in the process of surveying all sites in the region. We ran a very successful and well-attended event in November, to update the Community on the process so far as well as provide an opportunity for questions regarding the next phase of the project.

The CE Manager for London continues to visit and provide support for customers in the region and relevant information can be found at the regional page of the Community site at: <https://community.ja.net/groups/janet-london>.

### *South East England*

During the last quarter the focus has been on supporting customers with the planned migration to the new regional network, and working with customers who are investigating upgrades and additional connections.

A successful briefing day for the new regional network was held at Fareham College and delegates were also updated on the new Janet Telephony Purchasing Service and the Educational Agreements in place for Microsoft Office 365 and Google Apps.

The new Janet ESISS Service is generating a lot of interest amongst the Community and there has been a resurgence of interest from the FE community in the eduroam service.

The CE Manager continues to visit sites across the region and discussions tend to focus on resilient connections, increased bandwidth and other Janet services.

The CE Manager represented the region at the recent AoC conference and also attended a recent KAFEC meeting of IT Managers.



### *Staff Update*

Robert Prabucki, the CE Manager for the East Midlands and East of England retired at the end of December. His replacement is Paul Wakefield who has worked on the Janet Connected service but most customers will know him for the work that he has done on public access.

### *Network User Groups*

Janet staff attended the South East Region Janet User Group meeting which was held at the British Universities Film and Video Council (BUFVC), on 13 November. Steve Kennett from Janet gave a presentation on the Janet Service Level Commitment. Luis Carrasqueiro, BUFVC, described the services provided to member organisations. Many of the attendees were surprised by the wide range of moving image and sound services offered by the BUFVC which are available. Janet staff informed the attendees on the latest updates to the Janet service offering. The next meeting will take place on 12 February 2014.

Janet staff attended the Janet South West User Group on 22 January where Kevin Sharp gave presentations on public access Wi-Fi over Janet, Cloud Services and the forthcoming Janet Videoconferencing Service upgrade. There was significant interest from the audience on all of these subjects. Attendees were also informed of the latest updates to the Janet service offering. The next meeting will take place on 18 June 2014.

## Events

Conferences and workshops from November 2013 to January 2014:

### *Janet London Re-procurement Update*

4 November 2013

Senate House, UCL, London

<https://www.ja.net/events/janet-london-re-procurement-update/9384/programme>

### *Janet6 Launch*

26 November 2013

London Film Museum

### *Janet Videoconferencing Online Event*

5 December 2013

Content Provider Day

<https://www.ja.net/events/janet-videoconferencing-online-event/10103/programme>

### *Janet Videoconferencing Online Event*

11 December 2013

Technical Day

<https://www.ja.net/events/janet-videoconferencing-online-event/10104/programme>

### *Janet Scotland Technical Briefing*

21 January 2014

University of Aberdeen

<https://www.ja.net/events/janet-scotland-technical-briefing/10831/programme>



## Training

Our first live online courses have been launched and are now available for booking. These courses consist of a series of highly participatory live online sessions, with short assignments and assessments between sessions. This approach allows participants to learn new skills, practice them in a safe environment and apply them to their organisation. The live sessions encourage discussion and sharing of best practice, whilst assignments provide reflection and application of skills.

These courses are particularly attractive to smaller organisations where travel and time offsite is a barrier to attending conventional courses. The series of 90 minute live sessions can be attended from participants' desks, and course work fitted around day-to-day tasks. Current online courses are Information Security Policies, Hands on Security Testing, and Using Free Network Tools.

We are working with CSIRT on the Effective Identification and Management of Security Incidents course, which will be launched at Networkshop42. This course uses scenario-based activities to work through the incident response lifecycle, encouraging delegates to look at how they can improve their incident handling process, making sure effective and relevant procedures are in place throughout their organisation.

Other courses in development include Moonshot Implementation, Resilience and BCP and a number of activities supporting IP Telephony.

We look forward to meeting delegates at Networkshop42, where we will be running the speakers lounge and launching a new Incident Response course. If you are attending please do come and talk to Katharine and Sophie about your training requirements.

Full details of our current courses and other events are available at [www.ja.net/training](http://www.ja.net/training)

## NHS update

The [most recent NHS-HE Forum](#) meeting took place with 60 attendees on 28 November 2013.

The main NHS-HE topics include:

- the NHS network in England and Scotland, N3, is reaching the end of its contractual life and its replacement is expected to be Public Services Network compliant. In England it is now expected that N3 will continue for a further two years, but NHS Scotland is due to announce its preferred supplier soon as part of the Scotland Wide Area Network (SWAN) PSN approach in Scotland (subject to legal challenge on the procurement). Janet will need to find an appropriate transition for the N3 Janet Gateway in each country
- creation of the [Farr Institute](#), a new virtual institute in support of health informatics research across four main centres (Dundee, London, Manchester and Swansea) but with each centre being the focus for other NHS and university partners. Janet is working with the Farr Institute to determine how we can best support its objectives



- the footprint and use of eduroam has been extended in to the NHS by universities in many centres. Recently South London and Maudsley NHS Foundation Trust became the first NHS organisation to become active eduroam members in its own right. The University of Bristol working with the Weston Area Health Trust in Weston-super-Mare have implemented a novel approach to extending eduroam to the NHS site with the University managing the authentication on behalf of the Trust but with the Trust providing the Internet access. More at: <https://community.ja.net/groups/nhs-he-forum-connectivity-project-eduroam/article/nhs-and-eduroamshared-use-wireless>
- the [NHS-HE Forum Information Governance Working Group](#) is helping to review the requirements of the 'Information Governance Toolkit' (IGT). The IGT is a self-assurance process and is an NHS requirement for both NHS connectivity and for 'section 251 requests' for NHS data (use of NHS data without patient consent for specific studies). The latter requirement has recently led to a [rapidly growing list](#) of university clinical research departments achieving the IGT

## International activities

Janet and CERNET, the Higher Education network in China, entered into a strategic partnership on Transnational Education in December 2013. This partnership will improve the connectivity available to TNE activities in both countries by leveraging the existing ORIENTplus connection between London and Beijing. A new connection to Educity, Malaysia, is almost complete; the Universities of Newcastle and Southampton will be its first users. Janet is also in dialogue with a number of UK universities having actual or anticipated connection requirements in diverse global locations. To better understand the community's TNE requirement Janet has commissioned the Observatory on Borderless Higher Education to undertake detailed research across the UK Higher Education sector; a number of focus groups, interviews, and a survey are planned. A set of best practices will also be developed to help the Janet Community obtain appropriate connectivity for its TNE activities.

Janet continues to take a leading role in GÉANT, the project that manages the development of the pan-European research and education network, and which is funded jointly by the EC and the European NREN community. GÉANT provides Janet and its partner NRENs with connectivity and other services throughout Europe, and globally to over 60 countries. The fourth and final year of the project's previous iteration (GN3) was awarded the highest possible rating at the EC review in November 2013 for the second successive year. Planning for the next iteration of the project (GN4), which will commence in April 2015, is underway.

The third meeting of the Global NREN CEO Forum was convened in Cape Town in December 2013. The Forum is continuing to coordinate and drive activity in Global Network Architecture, Federated Identity Management, and Cloud and Collaboration services and Cybersecurity. Janet and SURFnet (the Dutch NREN) successfully concluded work facilitating the establishment of a global system for federated identity, building on the GÉANT eduGAIN service.



## Further information

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Working together across the higher education, further education and skills sectors, Jisc provides trusted advice and support, reduces sector costs across shared network, digital content, IT services and procurement negotiations, ensuring the sector stays ahead of the game with research and development for the future.

Janet, part of the Jisc group, has the primary aim of providing and developing a network infrastructure and related services that meet the needs of the UK research and education communities.

Further information on any aspect of this report can be obtained through Janet's general enquiry point, the Janet Service Desk. This is staffed from 07:00 to 23:59 Monday to Friday, with voicemail available for calls outside these hours or if staff are temporarily unable to answer a call.

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