



janet

Janet Quarterly Report to the Community
November 2012-January 2013



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Introduction

One of the major hot topics this quarter has been Janet’s partnership with Microsoft. To be launched on 1 February 2013, the service will help institutions move to Microsoft Office 365, enabling them to save money with legal costs.

Another point of note from the report is the 25% increase in the number of SSL certificates obtained via Janet Certificate Service this quarter, reinforcing our belief that this service is of significant value to our community.

As always, it’s worth noting that this report is for you, our community, so if you have any suggestions for future content, please do get in touch by joining the community group and leaving a comment:

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



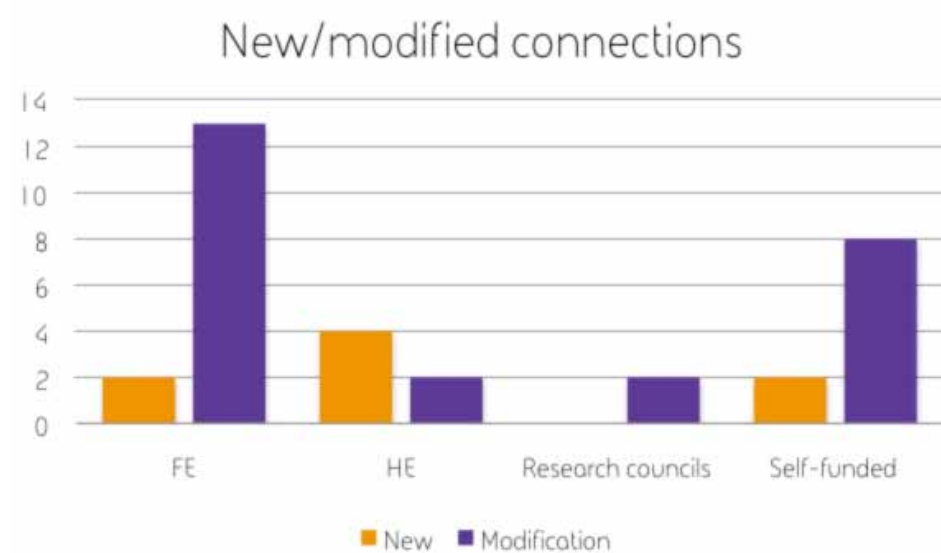
janet connect – Connectivity



Core Network

The Janet core network has been running reliably during the past quarter.

A total of eight new connections have been made over this quarter, with a further 25 modifications. The quieter Christmas and New Year period has accounted for the unusually low numbers this quarter.



For a complete list of Janet connected organisations, please visit <https://community.ja.net/library/janet-services-documentation/janet-connected-sites>

External Network Access Provision and Transmission

Access to European Research Network – Janet is a member of the GÉANT community and its access to other European NRENs is achieved via a 30Gbit/s primary connection and a 20Gbit/s backup connection to GÉANT. Quarterly peak traffic reached 17.75Gbit/s in January 2013.

Access to the Global Internet – Janet’s access to the global Internet is via two global transit providers, TeliaSonera and Inteliquent, from Telehouse, Teleticity Harbour Exchange and Teleticity Manchester. Quarterly peak traffic reached 26Gbit/s in January 2013.

Access to the UK’s Internet Exchange – Janet is a member of the LINX (London Internet Exchange) and peers with nearly 300 networks via connections to the LINX from the Janet PoP at Telehouse, Teleticity Harbour Exchange, and Teleticity Manchester. Peak traffic during the quarter was at 26.65Gbit/s in December 2012.



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 WiFi 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.

A truly unique feature of Janet 3G is its capability to support authentication against the same backend systems such as your eduroam service. All of the major (non-client certificate based) EAP methods are supported. This can result in major savings on the cost of user account administration. Standard web-based account administration is of course also supported for non-eduroam customers.

There are a total of 61 organisations subscribing to the 3G framework agreement.

Wireless Technology Advisory Service (WTAS)

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

Pranay Pancholi from Loughborough University is the wireless advisor for this Service. In conjunction with Janet's training team, he has published details of his Passive site survey using Airmagnet. Details are available here:

<http://webmedia.company.ja.net/content/applications/wtas/>



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.



Service uptake has increased from 205 to 216 this quarter. Usage of the service reached a new record high of 169,500 devices being detected during January by the national proxies. This indicates ever greater inter-organisation roaming and an increasing population of users benefitting from eduroam whether in term time or during holidays.

Technical developments this quarter include the introduction of new components in Support server to assist service administrators at participating organisations. A new tool that has been in development by the European development team was released in January. The eduroam Configuration Assistant Tool (CAT) enables service administrators to generate eduroam client installers for a range of popular operating systems. Janet has helped to ensure that this interoperates with the SUIX tool that was developed in the UK. CAT represents a further step in making eduroam easier for users to get started with.

Janet Certificate Service

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

Janet issued 3,473 certificates during this quarter, an increase in 25% from the previous quarter; 30,762 certificates have been provided to the community since the automated service was launched in 2009. We expect to handle more requests over the coming months, with our customers taking advantage of the free certificates available until April 30 2013.



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.

In the early part of this quarter through its use and analysis of PasteBin data, Janet CSIRT was able to inform a number of Janet connected institutions of details of potential security credentials posted onto internet sites resulting in a four-fold increase in reported compromises.

The latter part of the quarter saw a drop in general activity through the festive period, although the usual levels of scanning for weaknesses remained steady.

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 you.

Trials are still running for a Backup Web Hosting feature to the service allowing organisations to rapidly deploy a simple webpage to cover any potential outage periods thereby ensuring an organisations continued web presence. A total of four organisations have successfully deployed the feature to cover network outages.

Domain name allocation

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

During the quarter, a total number of 455 requests for both new domain name registrations and modifications to existing entries were received. The rate of applications for new domain names averaged 39 per month, with an average of 113 modifications for each month.

Off-site resolver

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.

Two sites joined during the reporting period taking the total number of users up to 152. The service continues to run reliably and effectively.

IP Address assignment

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

14 applications were received and completed during the reporting period, including four applications for IPv6 address space.



janet collaborate

janet collaborate

Janet Videoconferencing Service

The service brings people together by enabling easy communication and collaboration across the community, removing geographical barriers.

This quarter the service was used for 5,497 videoconferences, taking place over approximately 8,800 hours. The total number of registered users has grown to 9,183, with 7,700 venues registered to use Janet videoconferencing.

At the end of January representatives from the Janet Videoconferencing team took part in a day devoted to VC at the BETT show which took place at EXCEL in London. Amongst other things, the future plans for the Janet Content Providers was discussed, to involve more input from industry.

Janet Video Technology Advisory Service (VTAS)

VTAS provides unbiased technical advice on equipment and issues related to videoconferencing. The service also conducts detailed evaluations of video technology and videoconferencing products.

Two sets of videoconferencing equipment were evaluated this quarter, with more details available on our Community site:

- The Radvision XT5000
<https://community.ja.net/library/radvision-xt5000>
- Cisco Telepresence SX20 Quick Set
<https://community.ja.net/library/cisco-telepresence-sx20-quick-set>



Brokerage

We have negotiated exclusive amendments to Microsoft's documentation on behalf of our customers, including assurances around data protection and storage, legal precedence, and term and termination. This service will be launched on 1 February 2013.

It is worth noting important areas such as service level agreements and privacy documents. Goldsmith's, University of London, estimate that using our Agreement can save up to £20k in time and money as we've checked the terms and conditions on your behalf.

You can find out more about the Agreement in our new fact sheet

<https://www.ja.net/sites/default/files/Cloud%20Services%20for%20Education%20Agreements%20-%20Office%20365.pdf>

Similar negotiations with Google have been progressed, and an agreement for Google Apps usage by the sector is now at an advanced stage.

Recently, we have had positive discussion with the Association of Colleges, considering how the value and importance of these Cloud Service Agreements can be promoted within further education. We are also discussing an agreement for the use of Microsoft Windows Azure Cloud Services with other NRENs. Separately, we have been developing and negotiating a Strategic Alliance Agreement with Microsoft, which will facilitate more joint working on projects and initiatives.

In addition to the work on the Cloud Services for Education Agreements, the costing of IT services project is well underway. This project, funded by Jisc, aims to help institutions understand the true cost of running IT services. Several institutions have been testing a practical model that enables a rapid and practical means of getting to grips with the costs and we have had excellent collaboration with both senior finance and IT professionals across the sector in developing this. We think it will help institutions to compare their costs both with other likeminded institutions and help develop business plans for future IT projects such as the move to cloud.

The Brokerage's community group membership is booming. If you would like to hear the latest news, blogs and events from Janet Brokerage, please join at: <https://community.ja.net/groups/janet-brokerage>



Legal and regulatory updates

The proposed Defamation Bill has been extensively debated in the House of Lords this quarter. As well as changes to the definition of actionable defamation, the Bill contains new provisions to help websites concerned that information posted by others (for example in blogs or comments) may be defamatory. The existing law creates the perverse situation where it is safest for a website operator not to moderate such content, but to wait for complaints and then remove the articles complained of without examining whether the complaint has any merit. This conflicts with universities' and colleges' legal duty to promote free speech by their members and guests.

The Bill attempts to address both problems: first by ensuring that moderating posts will not create liability for any defamation that the moderator does not spot, and second by creating a new process whereby a website may wait for a court to rule on a complaint without risking liability. Details of the process are not in the Bill, however Janet and UCISA were invited by the Ministry of Justice to send comments on a draft. While suggesting alterations to the detail, we were pleased to confirm that the draft would remove the current legal uncertainty for organisations stuck between conflicting legal obligations.

After submitting our response to Nominet's direct.uk consultation, we have been working on a response to their proposals for how to operate new .wales and .cymru domains.



Community updates

Janet Service Desk

The service desk is the primary point of contact for all enquiries concerning Janet services and requests for information. Janet operates a 24x7 fault management service which is accessible to customers through the reporting routes notified to relevant technical contacts.

During this reporting period the total number of enquiries received was 1,848. Most of these queries related to the Domain Name registration service, requests for Janet connections and applications, or queries relating to other services.

Over the three-month period, only four complaints were received, and each successfully resolved.

Customer engagement

Scotland

The CE Manager participated in a suppliers' workshop organised by the North East Shared Services (NESS) in November 2012 at Aberdeen University. This showcased three of the suppliers who are on the Janet Brokerage framework.

Janet has also been involved in the discussions of the newly merging FE colleges in Scotland and is assisting all parties involved, to help them optimise their networks.

This quarter was a busy time for conferences, including the UCISA CISG event in St Andrews, a Scottish Government 'SWAN' event in Dynamic earth, and the third annual Janet Aberdeen Technical Briefing at the University of Aberdeen.

The next Janet Scotland Strategic Briefing has been arranged for 18 February 2013 in Glasgow.

Northeast, Yorkshire and Humberside

During the quarter, engagement meetings have been held with a range of HE customers including the Universities of Teesside, Huddersfield, Bradford, Leeds, Sheffield Hallam and Leeds Metropolitan and the Northern School of Contemporary Dance. A Janet update was also provided to the NORMAN Management Group in November 2012. The CE Manager met with FE customers at the AoC Conference, and held individual meetings with Gateshead College, Rotherham College of Arts and Technology, New College Durham and Leeds City College. Janet also presented to sub-regional technical groups at the conference.

Wales

The long-term plan for CE in Wales is now in place with a regular schedule of meetings with customers and sector bodies. Merger activity in Wales is starting to impact customers in earnest, with around five to seven mergers ongoing at any time during the last quarter. Janet has been able to advise on the impacts and approach for these organisations, as well as assisting with PSBA engagements related to local connections.



The core of the PSBA PSN, over which Janet services are delivered in Wales, is about to achieve its long awaited upgrade to 10Gbit/s – this is critical in ensuring that the needs of both HE and FE customers are met during the life of the current network. However, the preparations for the next generation Welsh Public Sector Network are already underway with the final requirements collated by Janet on behalf of the community serving to guide developments alongside Bob Day (CTO at Janet) and Ian Cluckie (Swansea University) both of who sit on the PSBA Programme Board.

eduroam remains a hot topic in Wales, with the continuing expansion helping to bring the whole sector towards eduroam deployment. At the same time, eduroam is being looked on as a potential model for wider public sector roaming in Wales, and as a potential outcome of the increased Schools funding provided by the Learning in Digital Wales grants.

East of England and East Midlands

The local authorities in the East of England are considering using their connectivity to securely carry traffic to the PSN and will be participating in a proof of concept trial in due course.

Colleagues took part in the South East Janet User Group (SERJUG) where James Lyne of Sophos gave a presentation. Brian Omotani (Cambridge University) has stepped down as Chair and John Herd (University Campus Suffolk) has taken over that role. Robert Prabucki has taken over from John Seymour as secretary.

In the East Midlands, the focus has been on the re-procurement of the EMMAN regional infrastructure and ensuring that future requirements are identified and options are provided for a small group of sponsored connection customers.

Several customer meetings to discuss colocation, hosting and buying IT hardware from the Janet frameworks took place over the quarter.

Southwest and West Midlands

There has been increased interest shown in the hybrid data centre model as well as more regional data centres over the quarter. Institutions are also looking at SIP trunking and virtual PBXs to bring savings in call costs and ISDN circuits. There are requests for circuit upgrades and resilient connections coming through, mainly from the FE sector, as usual.

Interest in eduroam is, as ever, increasing with more FE colleges now considering implementation whilst most HEs now have this in place or are working towards it.

Southeast England

The CE Manager continues to visit sites across the region and discussions tend to focus on resilient connections, increased bandwidth and the associated costs. eduroam continues to be of interest to the FE community with several colleges starting to plan for implementation in the summer of 2013.

Customers in the region are being kept informed of the project to re-procure the regional network in the south, known as Janet South, and it is hoped that Janet will be able to sign contracts with suppliers very soon.

Cloud services continue to be a 'watching brief' for the FE community with their single Janet connection proving a barrier to the take up of cloud services. BYOD is proving a hot topic at the moment across the community with discussions centering on how best to facilitate BYOD at universities and colleges.



The new Janet Brokerage agreement for Office 365 has generated a lot of interest amongst the community, especially those organisations that are starting to consider moving email services to Office365.

London

The London access circuit contract is to be re-procured during 2013 with a view to replacing all access circuits to Janet customers by 29 March 2014. The Project Manager and CE Manager for London have been visiting HE and FE organisations within the region since October 2012 gathering requirements for bandwidth needs and connectivity going forward. It is anticipated that the procurement will see a 30% reduction in the costs of circuits in the region.

As these circuits are priced according to distance from the Points-of-Presence (PoPs) the addition of two new PoPs for the London core infrastructure through the Janet6 project will also help to drive down the costs of connectivity in London both for Janet and its customers.

The CE Manager also continues to engage with groups in the community attending meetings of RSC, SOCITM and LMN IT Board.

Events

Janet CSIRT

05 Nov 2012

London

<https://www.ja.net/events/janet-csirt/1009/programme>

VC User Group

27 Nov 2012

Leicester

<https://www.ja.net/events/vc-user-group>

Janet Regional Networking Forum

29 Nov 2012

London

<https://www.ja.net/events/janet-regional-networking-forum>

Cloud storage workshop

10 Dec 2012

Didcot

<https://www.ja.net/events/cloud-storage-workshop>

Janet Stakeholder Group Meeting

10 Dec 2012

London

<https://www.ja.net/events/janet-stakeholder-group-meeting/4201/programme>



VC Management System Briefing Day

10 Jan 2013

Lumen House

<https://www.ja.net/events/vc-management-system-briefing-day-0>

Janet Aberdeen Technical Briefing

22 Jan 2013

Aberdeen

<https://www.ja.net/events/janet-aberdeen-technical-briefing/4467/programme>

Training

There have been a number of successful courses run over this period with 135 delegates attending face-to-face courses. Many courses are now being delivered in-house to organisations, offering more flexibility and cost savings. Course feedback remains high with 98% Good to excellent scores across all courses. The current course schedule is on the company web site at www.ja.net/training.

We have also seen a lot of participation in online briefings. These are generally run over lunchtime and are aimed to update customers on particular technologies and services. Over 242 participants have joined us from across all sectors and regions for updates on Moonshot, Janet 6, Security incidents, and cloud agreements.

The programme for the next quarter includes briefings from Janet Strategic Technologies Division on their work in Mobility, Research Support and Voice and video, as well as Janet 6 updates.

Building on the success of online briefings we have been piloting some online live training courses. These involve a number of live sessions with linked assignments and assessments. Initial feedback has been excellent, and we hope this will open up training to a wider community. The first online courses should be available from May 2013.

NHS update

NHS-HE Forum

NHS-HE Forum

There was a record attendance of 51 at the last NHS-HE Forum on 27 November 2012 in London. A major theme this time was the clinical research response to NHS information governance and the presentations are available at <https://community.ja.net/groups/nhs-he-forum-connectivity-project/event/nhs-he-forum-november-2012>.

There was a call at the Forum and elsewhere for a targeted Workshop on the Information Governance Toolkit for Research and Education Groups. This has been arranged for 8 March 2013 in Leeds. More details are available on the Community site at <https://community.ja.net/groups/nhs-he-forum-connectivity-project/event/information-governance-toolkit-clinical-research>.



NHS-HE Connectivity Best Practice Working Group

The Working Group met in November 2012 with a follow-up in January 2013. A new set of resources are planned to be made available in March 2013.

Videoconferencing in Schools

Schools have continued to benefit from the variety of conferences and content available through the Janet service. A total of 2,403 videoconferences were undertaken this quarter, from November to January, part of which included the Christmas holidays. By the end of January 2013 Janet Videoconferencing had managed 69,963 school videoconferences since August 2004.



Further Information

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Janet manages the operation and development of Janet, the UK's research and education network, on behalf of JISC.

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.

Enquiries may be made by email, telephone, fax, post, or in person, as follows:

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