

Janet transnational education support strategy

Mission: Janet will help to enable its community to deliver its TNE activities within the global markets of interest.

We will achieve this by extending Janet to overseas locations through the development of new delivery partnerships and infrastructure, and by providing advice and promoting opportunities for collaboration.

Where possible we will leverage existing assets as far as possible, and particularly those operated by other international research & education networks, but we will always select the most cost-effective and appropriate mechanism to meet our customers' needs.

Context

Transnational education (TNE) is an area of significant and growing interest to the UK education sector. The range and number of TNE activities, such as remote campuses or joint degree programmes, continues to grow rapidly. This is most visible within Higher Education, but there is also activity within the Further Education and Schools sectors. This activity is expected to continue to increase in the coming years.

TNE is also rising up the political agenda owing to its potential as a high earning export industry. For example, the Government's new "HE Global Integrated Advisory Service", which is expected to "significantly increase the value of international education over the next decade", is one instance of the many public and private initiatives seeking to support and exploit TNE.

Historically Janet's offerings have been delivered almost exclusively within the UK. Given the importance of TNE to Janet's community, this paper describes Janet's strategy to enhance our product and service portfolio by extending our delivery reach to TNE locations.

Customer requirements

- To obtain cost-effective, appropriate and reliable connectivity services to support TNE delivery.
- To integrate their TNE connectivity with their UK operations, on a global basis.
- To use Janet's other services, in addition to the connection service at TNE locations.
- To collaborate on a "shared service" approach, driving down costs for the community as a whole.
- To develop and enhance relationships with local peer, partner, and provider organisations for the best solutions and services.
- To have access to expert advice on connecting TNE locations.
- To be informed of new relevant developments and collaboration opportunities.

Strategic response

- Starting immediately, Janet will move to address known customer requirements through pilot activities. In addition to meeting some specific needs within the community, this will help to improve Janet's understanding of the TNE-related demand and the most appropriate ways for Janet to respond to these.
- Throughout 2014, on the basis of these piloting activities Janet will start to offer new connectivity propositions for its customers to support their TNE requirements over the long-term so that, by the end of 2015, Janet will present a clear and attractive TNE proposition across its product and service portfolio. This may not include equivalence between domestic and non-domestic in terms of delivery (although clearly we will strive to achieve that) but will, at a minimum, set clear expectations for customers concerning present and planned capabilities.

Current programme 2013-14

Project	Description	Priority
Community engagement	To work with the community to develop mechanisms enabling customers to engage with Janet's TNE activities & co-ordinate with the international R&E networking community	High
Market & partner intelligence	To identify the markets of interest to our customers and their delivery ambitions, so that Janet applies our resources to the best effect, and the partner organisations who can help Janet to achieve this	High
Connecting Educity	To deliver a Janet connection that is able to serve three UK HEIs in Educity, Malaysia	High
TNE Strategic Alliance partners	Develop a network of partners engaged in a Strategic Alliance with Janet on TNE delivery, starting with CERNET in China	High
TNE-aware portfolio	Audit the TNE-readiness of Janet's product and service portfolio, and build consideration of TNE into Janet's service lifecycle management	Medium