janet

CONNECTING

SUPPORTING RESEARCH

AUTHENTICATING

DELIVERING VALUE

SECURING

ADVISING

COLLABORATING

TRAINING

HOSTING

JANET
SERVICES
2013

DELIVERING QUALITY EVENTS

INNOVATING

COMMUNICATING

janet

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INTRODUCTION

The Janet network infrastructure provides a robust, reliable and resilient platform to connect you to other research and education organisations, to the wider Internet, and globally.

It enables UK research to remain competitive globally, whilst allowing teachers and lecturers to push the boundaries of traditional education. This high-speed platform will help you exploit the potential of emerging technologies and drive your business forward.

From Autumn 2013, Janet customers will be seamlessly connected to the new Janet6 network infrastructure. This new super-fast core will bring with it even greater bandwidth capabilities and cutting edge optical technology to meet your needs both now and for the next decade.

We aim to help you maximise the benefits of your connection and have developed a wide range of specialist network services, to help you do just that.

This booklet gives an overview of the services available to you. Many of our services are available at no additional charge for organisations with a primary Janet connection. However, for those services where there is a charge, we have provided indicative pricing.*

 To check the latest information on our services and your eligibility, please visit: **https://www.ja.net**

To access more technical information on our services, and get involved in discussions on these and wider issues, please visit our community site at: **https://community.ja.net**

* Prices are correct at the time of going to press, but subject to change. For confirmation of current prices, please contact service@ja.net

janet connect

As well as delivering high-speed Internet connections, we also offer a range of value-added services to help you make the most of your connection and make connecting to the Internet, and other members of our community, simple and secure.

Janet connection

The Janet network is a vital component of the UK's digital infrastructure environment. With over 28 years of uninterrupted service, our super-fast, high bandwidth network supports innovation, research and learning at your organisation.

The network runs the length and breadth of the UK – 5,000 km of optical fibre, running at 100Gbit/s at the core.

We offer a primary connection to Janet for eligible organisations, as well as the option to purchase additional and backup connections, for resilience. All connections are provided over dedicated circuits and offer your organisation uncontended bandwidth.

As part of an 18 million strong user community, you will have access to a wide range of Janet services that have been procured on your behalf, saving you money. These additional services have been designed to help improve your technological offering, enabling your users to contribute to the UK's economy.

You have a direct link to people at Janet who are experts in their fields, and can offer you impartial advice. Our community website gives you a place to share ideas or ask questions to Janet and your peers.

For advice about deploying and managing wireless networks at your Janet connected organisation, see page 19.

For further information and advice on how to connect to the Janet network, please visit: **https://www.ja.net/connections**

Managed Router Service

The service provides remote support if your organisation requires additional assistance to support your Janet network router.

We will provide you with a suitable router. We will also provide hardware and software maintenance support for the router, which includes operating system upgrades, bug fixes and security patches. You can report router faults using the Janet connection fault reporting system at any time.

Subscribing to this service gives you peace of mind. We configure and install the router at your site, as required, and also manage configuration changes and rectify any faults on the router as required during the service period.

If your requirements change and you no longer need the service, you can simply opt out, by contacting the Janet Service Desk.

For further information, please visit:
https://www.ja.net/managed-router

Janet 3G

As mobile working has become more commonplace, this service has been designed to provide you with network access whilst on the move.

Whether your users need access to organisational data, virtual learning environments or library catalogues, Janet 3G offers a high capacity data service. For research projects, you have the added flexibility of Machine-to-Machine (m2m) data gathering.

A truly unique feature of Janet 3G is its capability to support authentication against the same back-end systems 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.

The service has been designed to work with hundreds of software vendors and platforms, so whatever your requirement, we have a package to suit you. For example, you have the option of purchasing a SIM-only service, a USB dongle or a MiFi device – all of which can be ordered via a simple online portal.

We have aggregated demand to bring you a high quality, competitively priced service which is provided by aql on behalf of Janet.

For further information, please visit: **https://www.ja.net/3G**

Janet Colocation

This improved service enables you to supplement your own data centre facilities and provide resilience. We can offer space in a fully managed data centre that has dual connections direct to the Janet core network at 10Gbps.

You can take advantage of the resilient and secure environment whilst still managing your own services without the overheads of running your own datacentre. The site, based in Swindon, is a N+1 facility, offering backup power generators, and has a power usage effectiveness (PUE) value of 1.6.

Remote management ensures that you have out-of-band console access and remote power cycling management. The service also includes 'remote hands' – onsite technical assistance so you don't have to travel to the site to make adjustments. However if you do need to check your equipment, you have 24/7 access to the site.

With a range of options, from 8U to multiple racks, the service can meet most of your capacity requirements. The data centre also has the capacity for you to expand – with ample space and power, and bandwidth ranging from 100Mbps to 1Gbps.

Indicative pricing for rack space starts at £3,200 per 8U for FE and HE organisations. Pricing is determined by sector, as well as individual requirements.

For further information, please visit: **https://www.ja.net/colo**

janet connect

Authentication & Authorisation

Janet Certificate Service

Janet Certificate Service (JCS) offers different types of certificates for domains for which you are the registered owner. These SSL server certificates offer end users various levels of assurance about the identity of a website's host.

JCS will confirm the legal identity of any organisation requesting a certificate, but further verification checks will depend on the type of certificate you require. Extended Validation (EV) certificates provide the highest level of assurance; on some web browsers users can identify websites secured with these certificates by the green address bar. Any certificates issued through the Janet Certificate Service can be used on systems where financial transactions occur, so the EV certificates offer end users that additional peace of mind.

A simple-to-use, online portal enables you to monitor and manage new and existing certificates (including certificate revocation). When certificates are close to expiry, automatically generated alerts are sent to named contacts.

Janet partners with Certificate Authority Comodo, to verify the authenticity of requests and provide the range of certificates.

From 1 May 2013, Janet is introducing a charge for the service. Certificates will be available for purchase either individually, or in bundles ranging from 5 to 250 certificates, at a significant discount.

For further information about the types of certificates available and associated charges, please visit: **https://www.ja.net/jcs**

eduroam

eduroam is a hugely popular worldwide service, offering wireless Internet access to users at participating organisations in over 50 countries. Janet manages the UK eduroam federation, with over 210 organisations from the Janet community, enabling home-based and visiting users full guest network access almost anywhere in the UK.

Essentially, eduroam provides your users with an authenticated network logon and access to the Internet through a single WiFi profile and set of credentials. Connection can be seamless and automatic, and wired connections can be supported too. You can also provide guest network access services to visitors without the need for guest account management, saving time and cost for both the organisation and the visitor.

eduroam is increasingly seen as a 'must have', transforming your organisation into an attractive partner for academic collaboration and co-operation, as well as contributing to an improved student experience.

Organisations requiring technical support can take advantage of Janet's free email/telephone based service and can build the necessary skills through our comprehensive training courses. More in-depth, on-site consultancy services are also available, delivered in partnership with Loughborough University.

For further information and details on how to apply to use the service, please visit: **https://www.ja.net/eduroam**

Security

Computer Security and Incident Response Team (CSIRT)

Janet CSIRT is tasked with safeguarding the current and future network security of Janet and of our customers, creating a secure environment to conduct your online activities. This service is provided alongside your primary Janet connection.

The team's primary function is to monitor and resolve security incidents that occur on the Janet network and pose a threat to your information systems. Janet CSIRT works with similar teams across the globe to investigate these borderless incidents.

Once you've registered as your organisation's security contact, you will receive regular vulnerability alerts, and have access to advisories about the latest software updates and tools to help you navigate the complex security landscape.

Members of CSIRT are specialists in the field, on hand to provide impartial advice on how best to prevent incidents or recover systems from compromise. You'll also be able to engage in discussions with other security professionals via Twitter, online events and conferences.

For further information about the service or your role as Janet's security contact, please visit: **https://www.ja.net/csirt**

Janet Mailer Shield

The service provides a front end to your organisation's mail server, so it's not exposed to direct connections from compromised third party mail servers.

The service offers additional security by identifying the source of a message, indicating whether it is listed in selected DNS blocklists and adding a tag to indicate possible spam, helping to protect your end users against unwanted email.

Mailer Shield will ensure that your incoming mail service will be accessible to senders, even if your own mail server is unavailable. Once back online, stored queues will be released gradually to avoid swamping mail servers.

For further information, please visit: **https://www.ja.net/mailershield**

Email Advice and Testing

The service, also known as STAN (Spam-relay and Tester Notification), will test your mail servers to ensure that they are secure against unauthorised message relaying.

The test involves connecting to a mailer and relaying a series of individual messages through it, just as the bulk mailers do in preparation for a spam run. Vulnerabilities detected will be flagged, so you can take the appropriate measures to prevent a security incident.

We run the test on all Janet connected systems at regular intervals but you can choose to schedule your own tests to avoid busy working periods. Ad-hoc tests may also be run if another organisation reports that your system may be being used to relay spam. Our focus is to help you minimise any reputational damage arising from unauthorised message relaying.

For further information, please visit: **https://www.ja.net/stan**

janet connect

Security continued

Web Filtering

This is a centralised web content filtering service designed for organisations that do not have the resources to support the function in-house. The service offers a high level of protection against access to inappropriate content on the Internet. It blocks access to URLs, which are on the Internet Watch Foundation's list of content which is illegal under UK law. You also have the ability to control what types of file extensions your users can download, which may impact bandwidth levels or pose a security threat.

As a centrally managed service, it has a much lower resource overhead than a local system, as you don't need to purchase specialised onsite hardware and software so you can keep costs low. All you need to do is to configure your own browsers and web proxy to send requests to the filtering service, and your routers or firewalls to prevent attempts to circumvent the filtering service.

Filters are controlled through a web interface by authorised individuals at your organisation, and you are able to manage your own lists of blocked or permitted URLs for filtering in accordance with your local policy and tailor these filters to match your exact needs. Alternatively, you can choose from pre-configured lists that have been developed over years of experience.

This service offers complete resilience in the event of a hardware failure, to ensure that your users receive continuous, filtered Internet access.

RM Education provides this service on behalf of Janet.

For further information, please visit:
https://www.ja.net/webfiltering

Janet DNSBL and DNSWL

Janet has its own copies of several leading DNS blocklists and whitelists that can help you protect your users from email abuse and reduce the risk of losing legitimate email. The Janet mirrors allow quick access to these lists.

Blocklists enable you to block 'unwanted' email, while at the other end of the spectrum, whitelists allow 'wanted' email to get through to end users. Using these lists will help you to quickly identify and reject a high proportion of unwanted email.

Janet currently subscribes to the following industry-leading lists, removing the management burden from you:

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

All the lists are available to you without the need to pay separate subscriptions.

Our team of specialists at Janet will be able to advise you how you may benefit from using the lists.

For further information, please visit:
https://www.ja.net/dnslists

ISP

Primary Nameserver Service

The Primary Nameserver Service provides you with a basic DNS service. This service allows you to publish and manage your public DNS records on a central nameserver, either using a secure web portal or Janet can make changes for you by request during office hours.

The primary nameserver is supported by secondary nameservers to provide high availability. With added features, you can use specially crafted TXT records on the Janet primary nameserver to set up monitoring and automatic failover of your website. You can also run your own local nameserver, using the Janet nameserver as a backup master nameserver. This can be switched into primary mode in the event of your local nameserver becoming unavailable.

You will have reduced management burden as a centrally managed service has a much lower overhead than a locally managed system.

For further information, please visit: **https://www.ja.net/pns**

Secondary Nameserver Service

Janet provides the Secondary Nameserver service to support your primary nameserver.

We recommend you run your primary nameserver within your organisation, and use a secondary nameserver off-site to increase the resilience of your DNS.

Many organisations connected to Janet have reciprocal arrangements with each other regarding the provision of off-site secondary nameservers. If this is not suitable for your organisation, then we can provide this service for you.

This service is accessible via both IPv4 and IPv6.

By using this service, you will have reduced management burden compared with running your own on-site secondary nameserver.

For further information, please visit: **https://www.ja.net/sns**

Off-site Resolver Service

The Off-site Resolver service provides you with external domain name resolution for computers on your organisation's network.

We recommend that each Janet customer organisation should run its own resolvers, but we accept that there is a requirement for a central, last-resort service, for organisations with very small networks. If you wish to use an off-site resolver, in addition to holding a resolver locally on your own campus network, you can email the Janet Service Desk to discuss your requirements in more detail.

Dedicated resolvers located on the core of the Janet network will answer queries for domain name resolution that come from client computers on your organisation's network. Access to these servers is enabled only for the Janet IP addresses of those organisations which have registered for the service.

This service is accessible via both IPv4 and IPv6.

Using this service will give you cost savings as it removes the need to manage your own hardware and software.

For further information, please visit: **https://www.ja.net/ors**

janet connect

ISP continued

Domain name allocation

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

Our Service Desk administers all DNS domain name allocation requests from eligible organisations, as well as modifications, renewals and cancellations.

As a Janet customer, you can have your first domain name in the .ac.uk or .gov.uk domain registered free of charge, with a standard charge for any subsequent domain names. A standard charge applies for applications by ISPs.

For further information please visit: **https://www.ja.net/dns**

Janet IP Registry

If you have a Janet connection, we can assign an IP network number from the Janet allocated ranges to your organisation.

We obtain our IP addresses from the RIPE NCC and all assignments of Janet IP Addresses comply with the current RIPE assignment policies. IPv6 address space is also available from Janet with assignments being made from within the Janet 2001:630::/32 prefix.

To obtain an initial assignment of Janet IP addresses or to apply for additional IP addresses, send an email to **ipaddress@ja.net**.

For further information please visit: **https://www.ja.net/ip**

Private IP addresses and NAT

The use of private addressing and Network Address Translation (NAT) allows your organisation to make the best use of a small block of addresses allocated from the globally unique IP address space, and assists in conserving this limited Internet resource.

For further information please visit: **https://www.ja.net/ip**

IP subnet addressing

The subnetting of IP addresses can help to make better use of IP address space and also allows IP addresses on your network to be divided into multiple smaller networks or subnets. Effective use of subnets may remove the need to obtain additional address space.

For further information please visit: **https://www.ja.net/ip**

Web Hosting

The Janet Web Hosting Service provides you with space on central web servers for your Janet connected organisation to publish your websites.

The service is available on either a Linux or a Windows platform and is suitable both for a production website and as a standby website for your contingency purposes.

You will get database support for MySQL and MS SQL databases and a range of security features including anti-virus protection. There is ample storage space of 10 GB per hosted domain, with the option to purchase additional web space if required. Also available are online usage statistical reports by the hosted domain.

By using this service you have easy website administration provided by cPanel (Linux) and Plesk (Windows) interfaces. There is no limit or charge for bandwidth usage (within reasonable limits) and as the hosted website has a much lower overhead than a locally based one you will have a reduced management burden.

For further information please visit:
https://www.ja.net/webhost

Network Time Service (NTP)

Time synchronisation is critical on IT networks. Time is used to validate network requests, enable users to access applications, time stamp emails and from a security perspective, it makes log scanning for security incidents easier.

As a Janet connected organisation, you are eligible to access the Janet Network Time Service, as part of your connection, at no extra cost.

We deliver a stable time reference using the Network Time Protocol (NTP) specified in RFC 5905, and get true time from multiple time sources to provide NTP service resilience. We help you to ensure that time is reliable and accurate across your network giving you one less thing to worry about.

For further information please visit: **https://www.ja.net/ntp**

Netsight

Janet Netsight® is a network information system that monitors over 1200 connections for over 850 users and shows the current and past performance of the Janet network.

Netsight is available to all Janet connected organisations and will give you valuable insight into your network status and performance, storing data for up to two years so you can build up a detailed history of your connection.

A single user interface enables you to create graphs and schematic network maps for defined regional and local areas, with 'clickable' areas that enable users to 'drill-down' for more local detail.

For further information, please visit
https://www.ja.net/netsight

janet collaborate

We provide you with access to services that make communicating with staff, students, other organisations and partners easier.

Janet Videoconferencing

The Janet Videoconferencing service enables you to connect with multiple locations at once without having to leave your desk – creating a virtual meeting space to connect and collaborate with people within, or outside your organisation.

You can use the service for a range of activities, including connecting classrooms to content providers and experts, lecturers to students on distance learning courses, and delivering training sessions to colleagues around the country.

Once you have registered with Janet Videoconferencing, you have access to seamless connectivity between participants, using a variety of video technologies. The web-based booking system is packed with functionality to make videoconferencing easy to manage. You can schedule meetings, record and stream sessions, and get access to live support.

As an alternative to room based equipment you can now hold a videoconference at your desktop using just a PC, webcam and headset.

As a user of Janet Videoconferencing you can benefit from support from our videoconferencing support team. They can assist you with technical issues before, during or after a videoconference, help you perform quality testing as well as provide documentation to guide you in your use of videoconferencing

For advice on deploying videoconferencing systems, see page 19.

For further information, please visit **https://www.ja.net/video**

Janet txt

Janet txt is a secure SMS messaging service that enables you to easily communicate with staff, students and parents. This service allows you to manage and distribute messages to specific individuals or groups via their mobiles, landline or email. It offers you a very efficient, cost-effective and quick way to convey information, whatever the situation or message.

Janet txt can be used in a number of ways. It can be incorporated into your business continuity plans to communicate with staff, students and parents on issues such as course changes and site closures. It can also be integrated into your MIS systems to conduct tasks such as class registration, issue reminders or request student feedback – you can tailor it to suit you.

There are no set-up or recurring charges for the service, you simply buy blocks of SMS messages according to your requirements. Tariffs come at a single competitive cost of 4p per text.

Janet txt integrates with a number of different systems meaning you can access the service easily, using existing platforms. A Moodle interface module called MoodleMobile allows Moodle VLE users to have direct access to the Janet txt service and a Microsoft Excel plug-in allows you to conveniently send and receive SMS directly from your spreadsheets. You can even customise your messages so they are clearly associated with your organisation

PageOne provides the service on behalf of Janet.

For further information, please visit **https://www.ja.net/txt**

janet for research

We're focused on supporting your advanced research projects, providing network services advice and guidance. We've developed services such as Lightpath and Aurora that have been tailored to meet the demanding and more specialised requirements of our research communities.

We have dedicated specialist staff to liaise with, and act as, advocates for the research sector and its specific requirements. Our core network and specialised services underpin the day-to-day activities of researchers. We also provide services such as videoconferencing to support collaborations, and Janet 3G and eduroam to enable you to access resources on the move.

Janet Lightpath

Lightpath is a centrally managed service that provides dedicated point-to-point network connections, with appropriate capacity, between Janet connected organisations.

Projects that would benefit from the Lightpath service would be those with requirements for high data rates, or requirements to support activities that could be potentially disruptive to the Janet network. An example of this may be a project that is developing new equipment or networking techniques, where a connection may need to be made and broken without the usual constraints of a service orientated network.

Lightpaths are generally a layer 2 service that transports ethernet traffic between the endpoints.

For further information, please visit **https://www.ja.net/lightpath**

Janet Aurora

Aurora is a dedicated dark-fibre infrastructure that provides a platform to support photonics and optical systems research and development.

The bespoke network is completely separate from the Janet optical transmission infrastructure, so you don't risk disrupting operational services on the standard network. You have direct access to dark-fibre infrastructure so you can trial prototype equipment and test advanced network architectures under real operational conditions.

The service was designed in collaboration with researchers. Aurora currently connects research groups at three universities across the UK - Cambridge, Southampton and UCL. Other research organisations that are active in these areas can also co-locate equipment at these sites to undertake their work.

For further information about how we can support your research projects, please visit: **https://www.ja.net/aurora**

janet brokerage

We provide guidance, collaborative purchasing power, and carry out due diligence for the research and education sector.

Cloud and Data Centre Framework

If you're looking to expand your cloud and data centre infrastructure, our framework can:

- Support you in responding to your unique business challenges, whether that is through a hybrid, private, colocation or IaaS solution.
- Save you time and money, procuring cloud infrastructure by filtering through hundreds of cloud suppliers on your behalf, so there is no need for you to score all the tenders – it's already been done for you.
- Introduce you to suppliers specially selected for the research and education sector, to discuss your specific requirements.
- Give you peace of mind as our framework has been through the official EU procurement process – template legal contracts are ready for you to use.

Developing a flexible infrastructure

As an impartial advisor to the sector, we can help you determine the most suitable plan for your individual organisation. This can help you adopt cloud infrastructure where appropriate.

To find out about how we can help you develop a more flexible infrastructure, just contact us when you start your planning process.

For further information, please visit:
https://www.ja.net/cloudframework

Cloud Services for Education Agreements

If you are selecting a provider of cloud email and collaboration tools, we are developing exclusive arrangements for the sector with different suppliers, aiming to save you time and money, and give you peace of mind.

Agreements we are creating on your behalf, include:

Microsoft Office 365

This provides you with due diligence and contractual amendments to give you peace of mind in relation to:

- Due diligence on contractual documents
- Exclusive contractual amendments, relevant to you

Google Apps

We are currently preparing due diligence on Google Apps, ready for you to use in Spring 2013.

This due diligence, together with the contractual amendments will provide you with reassurance in relation to:

- Security
- Resilience
- Legal and data compliance
- Functionality

For further information, please visit:
https://www.ja.net/cloudemail

Cloud Advice

We gather advice from the sector and further afield to ensure you have the best information available to inform your decision-making as you move to the cloud.

We share this information with you through:

- Whitepapers
- Blogs
- Videos
- Twitter
- Case studies
- Online briefings
- Conferences and events

For further information, please visit
https://www.ja.net/brokerage

Sharing Data Centre Space

We are looking to help research and education organisations share data centre space with those that need it, across the high-speed Janet network.

The service we provide helps you:

- Market spare data centre space to others in the sector
- Collect and make payments
- Use pre-agreed standard terms and conditions

We are also investigating how cost-sharing groups can be used to minimise VAT payments, for those wanting to acquire additional data centre space in this way.

For the latest information, please visit:
https://www.ja.net/brokerage

Dropbox and Amazon - coming soon

We are arranging special pricing for the sector for Amazon Web Services and Dropbox for Teams. These cloud-based services are already used within organisations and our specially negotiated pricing for Janet customers will help to reduce your costs.

For the latest information, please visit:
https://www.ja.net/brokerage

janet futures

Janet's development team constantly review our service provision to ensure we continue to meet your needs.

They identify and develop emerging technologies and build expertise from within the community to design tailored services to meet your business needs. They also work with you and your partners to enable collaborations to take place across Janet – to push the boundaries of technology and ensure you can exploit these technologies to achieve your goals.

We have recently developed a number of strategy documents to share our approach for development in the following areas:

- Voice and video
- Research support
- Network technologies
- Mobility
- End-to-end performance
- Access and identity management

You can view these at:
https://community.ja.net/groups/strategy

Below are some of the current projects from our development programme that may be of interest to you:

Janet6 – is the name given to the project to plan, design and build the next generation of the Janet network infrastructure. This is due for completion by Autumn 2013.

Moonshot – provides the technology to help you manage your user identities and control access to a wide range of web and non-web services and applications. An 18-month service pilot is starting in April 2013 to explore the potential for a Janet Moonshot service.

4G – We are running a 6-month trial from February 2013 to explore the potential benefits this may provide for research and education.

For further information on these and other projects, please visit: www.ja.net/futures

janet

SUPPORT AND ADVISORY SERVICES

Support and advice

As a trusted advisor, Janet offers a number of services to help support your use of technology across the network.

These services are provided to you free of charge, unless stated otherwise, and give independent, unbiased advice and guidance.

For further information, please visit:
https://www.ja.net/support-advice

Voice Advisory Service (VAS)

Carrying voice traffic over IP networks is becoming a popular method of communication amongst organisations, so we're here to offer you guidance and support on all aspects of the technology. The team is made up of vendor-independent advisors to give you the information you need to successfully deploy and manage Voice over IP or IP Telephony systems.

VAS is able to provide independent technical support to organisations on:

- Interconnecting traditional PBX equipment over network links using IP
- Implementing IP telephony
- SIP trunks to connect your IP Telephony/Unified Communications solution to the PSTN

For further information, please visit: https://www.ja.net/vas

Video Technology Advisory Service (VTAS)

If you're considering deploying a videoconferencing system, we realise that you may need dedicated advice about equipment and issues regarding the technology. VTAS provides unbiased, technical advice to current and potential users of video technology within the Janet community.

The service will put you in touch with a team of specialist advisors as well as conduct detailed evaluations of video technology and videoconferencing products. The team focus on developing documentation of interest to you and your end users.

Premium Service
An additional on-site consultancy service is available for those sites requiring specific, detailed advice.

For further information, please visit: https://www.ja.net/vtas

Wireless Technology Advisory Service (WTAS)

If you are responsible for deploying and managing wireless networks within a Janet connected organisation, this service will support your work to achieve high quality network services.

Our wireless experts maintain a watch on technological and best practice developments and work towards quality assurance mechanisms.

They are able to provide you with independent technical support in areas such as:

- Security techniques
- Surveying and monitoring
- WLAN management
- Standards and technologies
- User support models

For further information, please visit: https://www.ja.net/wtas

janet

Multi-site Connectivity Advisory Service (MCAS)

MCAS provides you with support and advice on issues regarding the wide-area network (WAN) and local area network (LAN) links connecting your local sites to a main Janet connection.

Our experts can provide independent advice and guidance, for connecting or upgrading network links between campuses and remote centres.

We can even put you in touch with expert advisors, suppliers and telcos and support your activities through a wide range of technical information and case studies covering a variety of technologies and their deployment.

For further information, please visit: **https://www.ja.net/mcas**

Legal and regulatory advice

As a Janet customer, we aim to keep you informed of any policies and laws relating to the management of Janet and those connected to it. Our legal and regulatory advisors have developed a number of documents, which will help guide you in this area.

Our website provides information on some of the activities that are particularly relevant to network and system managers – these include policies, laws on networking, regulated activities and responses to government and other consultations.

Information on current legal developments and Janet's work to understand and influence them can be found on our blog: https://community.ja.net/blogs/regulatory-developments

For further information, please visit: **https://www.ja.net/legreg**

Business and Community Engagement (BCE)

Organisations have traditionally used their Janet connection for research and teaching but this emphasis is changing with the growth in business and community engagement activities.

In recognition of this shift in usage, we have introduced a number of measures to support these activities. These include the amendment of two of our policies which we advise you to read before undertaking any BCE activities – the **Janet Eligibility Policy** and the **Janet Acceptable Use Policy**.

Although these measures now give you the flexibility to decide how your Janet connection can best support your BCE activities, we have developed documentation to support and guide you in these decisions. This includes information on how to avoid the pitfalls of 'State Aid' laws - distorting the market and creating a competitive advantage for partners.

Business and community engagement focuses on building partnerships with other organisations within public, private and third sectors in order to:

- Exchange knowledge between the organisation and their partner with a view to improving the UK's economic and social prospects
- Develop the UK's workforce in today's competitive markets.

A number of organisations are already using their Janet connection to support BCE activities and we have provided case studies to share their experiences with you.

For further informartion, please visit: **https://www.ja.net/bce**

Janet Training

Janet Training provides a programme of high quality training on topics related to networking and a wide range of Janet services.

Online and face-to-face courses cover a range of topics from Janet Services through to Videoconferencing and Secure networking. Levels start from introductory and go through to more hands-on technical deployment.

Janet is an accredited Learning and Performance organisation and delegates are trained by experts from within the Janet Community.

All of our courses are competitively priced and include access to Edlab, an online resource area containing audio/video resources, course materials and learning objects. You will also receive a workbook full of helpful information to use for reference during and after each course.

We run a series of free online briefings to keep you informed of new technologies and service updates. We also offer in-house training to suit your requirements.

For further information, please contact us on Tel. 01235 822242 These can be attended from the comfort of your desk.

For further information and prices, please visit: **https://www.ja.net/training**

Janet Events

Through our programme of events, we aim to keep you up to date with networking developments. We do this by organising a range of workshops and conferences – these cover either general networking issues or more specific topics, for example, Wireless or IPv6.

We know how hard it can be to escape the office, so we also provide a variety of online events so you can participate from the comfort of your desk.

Our annual events cover a number of different networking issues from strategy to technical support. Janet also organises events in conjunction with other sector or partner organisations.

For further information please visit: **https://www.ja.net/events**

Networkshop

The UK's premier research and education networking event, Networkshop, offers a unique opportunity to present and discuss technical and practical aspects of providing advanced network services and applications to the research and education community in the UK.

Experts from within the Janet community and further afield come together to discuss technology issues that affect research and education. This may be in the form of presentations, practical hands-on workshops, or more informal discussion groups.

For further information and pricing, please visit: **https://networkshop.ja.net**

Janet Service Desk

If you would like to discuss any aspect of the Janet network, our services, or seek technical advice, our service desk is your first point of contact.

This team also monitors the Janet core network, tracking faults to their resolution and keeping you informed of any maintenance due to take place. Technical experts within the team are also responsible for a whole range of additional functions, from the administration of the Janet Certificate service to the administration and delegation of ac.uk and gov.uk domain names.

Our friendly team of advisors can be contacted via email or telephone using the following details:

Email: **service@ja.net**

Tel: **0300 300 2212** (from UK) or
00 44 1235 822 212 (outside UK)

Fax: **0300 300 2213** (from UK) or
00 44 1235 822 399 (outside UK)

Hours: **07.00 to 23.59 Monday to Friday**

UK bank holiday hours: **09.00 to 17.00**

Janet Customer Engagement (CE) and Support Team

The CE Team is the conduit between Janet and our community, comprising individuals with regional or country responsibility. Your CE manager is responsible for ensuring that you have up-to-date information on the complete range of Janet services. Each CE manager is responsible for all sectors within their area – Higher Education, Further Education and Skills, Research, Sixth form Colleges, Adult and Community Learning and Local Authorities.

The CE Team is your route into Janet, providing you with access to technology experts, and making sure that you receive an excellent service. Members of the team actively work with service and product managers to feedback your requirements into our developments processes. They can also help you to make informed decisions about upgrading existing services or deploying new technologies.

We engage with our community in a number of ways. Each manager has a virtual group on Janet's Community site (community.ja.net) where they can engage with customers online, on a one-to-one or one-to-many basis. The CE Team also regularly hold to-face meetings with individual customers, and facilitate forums and user groups, as well as run other events of interest to the local community.

The managers are regionally based so why not get in touch. Contact details for the CE Team are shown on the following page.

Community website

This website is a private community for you to develop and grow ideas. You can manage all of your digital projects and activities on one single platform, while on the go, or at the comfort of your desk.

Community makes it easy to create your own professional networks, by connecting to people with similar interests - to share knowledge, take part in conversations and learn from others. You can find and share information through community blogs, knowledge bank, specialist interest groups and the latest videos.

To take a look at the site and get involved, please visit:
https://community.ja.net

Customer Engagement Team

Kevin Sharp
Customer Engagement Manager, South West and West Midlands, including: Dorset, Wiltshire, Gloucestershire, Warwickshire, Staffordshire, Stoke on Trent, Shropshire, and Herefordshire.
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Email: kevin.sharp@ja.net

Antony Mckay
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Frances Burton
Customer Engagement Manager, London. Frances covers primarily the area inside the M25.
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Robert Prabucki
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Guy Sudron
Customer Engagement Manager, South East & Kent including: Oxfordshire, Buckinghamshire, Berkshire, Hampshire, Kent and Surrey (outside the M25)
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Shirley Wood
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Paul Wakefield
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Mobile: 07976 593656
Email: paul.wakefield@ja.net

Northern Ireland
Position Vacant

North West
Position vacant