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JANET News

Contents

Editorial

With more and more organisations committing to some form of environmental policy, it is not surprising that videoconferencing is growing ever more popular. Videoconferencing is one of the greenest applications around. Students in multiple locations can be addressed by a single lecturer. Company executives can hold important meetings without the fuel bills, or the travelling time commitment, or the fattening lunches. National boundaries disappear.

It is not just the green advantages that make more and more organisations register with and use the JANET Videoconferencing Service. JANET is extremely good at videoconferencing for the same reasons it is extremely good at anything that requires the secure, rapid transit of large amounts of data. There is a snowball effect – the more users and content providers who register with the JANET Videoconferencing Service, the more JANET demonstrably becomes the ideal solution for their needs and so the more JANET videoconferencing is taken up.

This issue reports several new uses for videoconferencing within the JANET community, and some encouraging take-up statistics. It is interesting to see that the growth of videoconferencing is primarily in the schools sector: we would be interested in hearing from HE and FE organisations about their own work in this area, or conversely, what is holding them back.

Even videoconferencing has some environmental cost, of course: the electricity that powers the equipment has to be generated somehow and however virtual a server may be, somewhere there is a physical item of kit taking up space, drawing power and requiring maintenance. An article in this issue by JANET's new Head, Strategic Business Daniel Perry reports that the University of Sheffield estimates 40% of the energy used in its educational data centres goes on overheads, not education. A sense of proportion is needed: almost any form of human activity has some kind of carbon footprint so the question becomes how big you want that footprint to be and how many other people get to share it. JANET is also very good at sharing and the article goes on to describe the work JANET is involved in to develop shared data centres – single locations that efficiently serve the needs of multiple organisations.

Also on this green theme is November's Network Access event (page 10). Network Access is all about anytime, anyplace access to JANET regardless of your own location: the network comes to the user rather than the other way round.

So, if there is does seem to be a videoconferencing bias in this issue, think of it in a broader context as part of our own green agenda – and that itself is just one more way in which JANET usefully serves its purpose to its community and beyond.

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Forecasting for the Future

Outlook – sunny, with a good chance of videoconferencing

A programme run throughout England by the Met Office using the JANET Videoconferencing Service (JVCS) aims to encourage the take-up of science and maths in schools. Presentations are given by experts at the Met Office following which students are invited to put questions to the presenters.

Funded by the Department of Children, Schools and Families and part of STEM (Science Technology Engineering and Maths), the new Met Office programme covers four current issues: Weather, Climate Change, Weather Forecasting and Tropical Cyclones. 'We ask the teachers to submit questions to us prior to the videoconference sessions taking place,' says Paul Gross, Education Services Manager, at the Met Office. 'That way we can tailor the sessions for each of the schools individually. The students get to interact with the specialists and ultimately get much more out of the day. The children are usually very keen to get involved.'

'Using videoconferencing gives us a perfect tool to raise the profile of a complex science.'

The Met Office has been providing educational content for many years, but with the growth of broadband in schools it is now able to offer sessions over videoconference. For the last three years Paul and his colleagues have been using JVCS to manage, schedule and support all their videoconferences with schools. JVCS is free at the point of use for all UK state-funded schools, offering a help desk for support, an online booking service and Quality Assurance testing for each videoconference endpoint. Paul Gross adds, 'The help received from the support team is excellent. The process to book and connect to the videoconference is easy and any technical issues are quickly resolved. It's simple and easy!'

'It allows us to reach schools from the Met Office headquarters, which would not have been otherwise possible.'

The popular Met Office sessions are filling up fast with seven schools booking onto the programme in the first three days. The Met Office will deliver the videoconferences between November and February, doubling the number of sessions undertaken last year.

'Using videoconferencing gives us a perfect tool to raise the profile of a complex science,' says Paul Gross. 'It allows us to reach schools from the Met Office headquarters, which would not have been otherwise possible. Schools are not the only ones to benefit. We use videoconferencing to reduce our own carbon footprint at the Met Office. As the world leaders in the analysis of climate change, we are now able to represent the UK at conferences worldwide without the need to add to one of the very causes of world pollution – international air travel.'

'The Met Office videoconference programmes are an excellent example of how the JANET Videoconferencing Service make sense not only in terms of delivering excellent educational content and costs savings, but also through its real contribution in reducing our customers' carbon footprint,' says Tim Marshall, CEO at JANET.

JVCS
www.ja.net/jvcs/

Met Office
www.metoffice.gov.uk/education/teachers/video_conferencing.html

Keeping the Faith through Videoconferencing

Photo: Burnley and Pendle Faith Centre, Lancashire © Lancashire County Council

Faith awareness videoconferencing sessions are being offered for the first time to UK schools using JANET Videoconferencing Service (JVCS). As part of the CLEO Videoconferencing Project, Burnley and Pendle Faith Centre aims to use the videoconferences to increase understanding and diversity of faith in all its forms. Initial sessions will focus on diversity within the Islamic faith.

The Faith Centre is located within the new Burnley Campus on Barden Lane, Burnley. Built as part of the Building Schools for the Future Programme, the Centre says it aims to provide a focus for the educational, personal and spiritual development of all young people.

Tim Boundy, NEN Content Coordinator at JANET(UK) commented, 'Videoconferencing is the perfect tool to allow the Faith Centre to reach out to other communities across the UK. The Centre will be able to promote understanding about their faith to parts of the UK that may not have much exposure to different cultural groups. This message is especially important in schools and I'm really glad that JVCS can provide a simple and effective mechanism to help the Faith Centre deliver their videoconferences.'

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CLEO (Cumbria and Lancashire Education Online) provides broadband and learning resources for schools across Cumbria and Lancashire.
www.cleo.net.uk

Videoconferencing SUPA Power

Ninety percent of the Scottish Universities Physics Alliance (SUPA)'s teaching at the end of 2008 was being provided through virtual lectures via videoconference, using the JANET Videoconferencing Service.

SUPA, founded in 2005, involves a number of higher education institutions that are undertaking the joint teaching of postgraduates, carrying out research and facilitating collaboration between staff.

Without videoconferencing, the travel time and costs would make many inter-institution physics courses extremely expensive to host and others would not be taking place at all. Through SUPA, individual member universities can present a broad range of courses to physics students by saving on overheads. With videoconferencing, not only do students see their lecturer but they are able to view presentation materials such as PowerPoint slides and spreadsheets at the same time. These opportunities also provide students with the chance to interact with peers or staff experts at other institutions.

Not only has graduate teaching seen the benefits of videoconferencing but internationally leading physics researchers and lecturers at member universities are also beginning to reap its benefits. Dr David Crooks, Learning Technologist for SUPA states, 'Videoconferencing is enabling people to work together more closely on projects, improving knowledge-sharing and helping to place Scotland at the forefront of research.' In the past, meetings taking place between Glasgow and Edinburgh meant approximately 3-4 hours return travel time for those attending; now, a videoconference organiser spends only a few minutes setting up a meeting with the central JVCS Booking Service and participants just need to walk to the booked videoconferencing suite within their own organisation. Major research themes currently being pursued across SUPA are Particle Physics, Nuclear and Plasma Physics, Physics and Life Sciences, Astronomy and Space Physics, Photonics and Condensed Matter and Materials Physics.

SUPA videoconferences currently account for a significant amount of JVCS usage and this is set to grow over coming years, due to an increase in both numbers of organisations involved and numbers of students signing up for postgraduate courses.

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Another Record Year for Schools

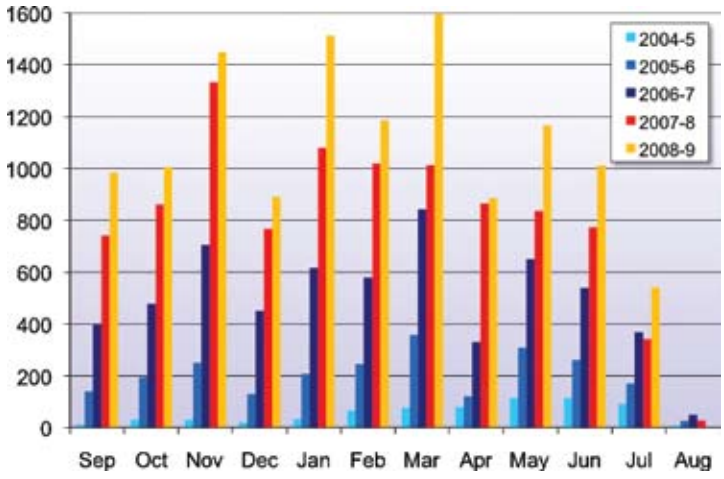
The popularity of the JANET Videoconferencing Service (JVCS) within the UK schools sector continues to grow year on year.

In the 2008-9 academic year the number of schools sector videoconferencing systems registered with JVCS grew by 17% to almost 4000, while the number of schools videoconferences managed by JVCS increased by nearly 27%. It averaged over 1100 per month and peaked at 1600 in March 2009.

This growth reflects not only the continued high quality and reliability of the service, coupled with the trusted and valued advice and guidance provided by the JVCS Management Centre staff, but also the availability of high quality educational content.

Around half of the schools videoconferences involved one of the many content providers registered with JVCS. These include national and regional museums, such as the Natural History Museum, the National Football Museum and the Wordsworth Trust, and other high profile organisations such as the National Archives, the Houses of Parliament and the Met Office (see article in this issue). The sessions delivered by content providers are curriculum-based and highly interactive, with topics driven by class questions. There are also more traditional teaching and tutorial sessions delivered by a number of distance learning providers.

National museums and other content providers are increasingly being attracted to JVCS to deliver content to schools via videoconferencing. The Quality Assurance testing service provided by JVCS removes the need for point-to-point testing before every session and gives content providers the confidence that the session will go ahead as planned. The Booking Service lets content providers schedule their sessions easily and quickly.



UK Schools Videoconferencing via JVCS (August 2004 to July 2009)

While teaching and learning constitute around 80% of all schools conferences, the schools sector is finding new uses for videoconferencing, including teacher training, interviews and meetings. Schools that are purchasing videoconferencing systems now are future-proofing their investment by buying HD-compatible equipment.

JVCS is under continual development, with new services such as a new recording facility already available, and streaming and desktop videoconferencing anticipated for 2009-10.

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Galton & Simpson go High Definition

Legendary comedy writers Ray Galton and Alan Simpson (Hancock's Half Hour, Steptoe & Son) used the power of JANET's videoconferencing service to speak to an old friend in Perth, Australia on 10 September.

The pair, aged respectively 79 and 80, used a videoconferencing system in London to chat for an hour with their colleague, Australian actor Bill Kerr. Mr Kerr's long string of credits includes a regular spot on Hancock's Half Hour in the 1950s. This 'reunion' will feature as part of a television documentary being filmed about him.

The three were quickly at ease with the outstanding High Definition pictures and quality sound which made the distance between them disappear. Even the TV crews at both sites were impressed with the quality and ease of connection, facilitated by JVCS, that is available every day to all JANET users of this service. Meeting this way saved all concerned the physical and environmental cost of a long and arduous journey, which could actually have detracted from the enjoyment of the whole experience, and they all left saying what a great service JANET provides.

We all look forward to seeing the documentary, and footage recorded with the new recording feature of the Booking Service, with some familiar orange logos in the background.

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Help Shape the Future of Videoconferencing

JANET(UK) is reviewing the effectiveness of how it provides videoconferencing services to the community. To do this, we would like to understand how the JANET Videoconferencing Service is being used, what barriers (if any) there are to its use, additional technology or service requirements, and any suggestions for improvement. In short, we want your feedback.

We have appointed a market research company, Attract Marketing, to gather these user requirements for videoconferencing. We are aiming to contact a variety of people, from current users of JVCS to users of other videoconferencing services, and also to gauge the opinions of members of the JANET community that do not currently use videoconferencing at all. For those not contacted directly by Attract Marketing, a survey will be made available online. Everyone within the JANET community is encouraged to take part.

The user requirements gathered from this exercise will be used as the cornerstone for developing a JANET Videoconferencing Strategy: this will then be used to underpin any future videoconferencing services provided to the JANET community.

Then and now

The concept of live audio and video communication has changed little since the first public videoconferencing service (or to be precise video-telephone service) which went live around 1930 in Germany, providing a link between Berlin, Munich, Nuremberg and Hamburg. However, thanks to the growth and increased capabilities of the web, major leaps forward have been taken in scope and usage. Not only is this technology now more accessible, through most people's computers, but more importantly audio and video quality have vastly improved. Interestingly the advent of High Definition video (HD) has seen the quality of videoconferencing surpass that of television, and for those of us not currently viewing HD content through satellite or cable TV, videoconferencing has provided the first taster of what HD video has to offer. This in itself is a significant step forward for videoconferencing, which for many years used 'TV quality' video as a utopian benchmark.

JVCS began in 1997 and we have seen videoconferencing usage grow steadily in the world of JANET ever since. Initially set up to provide central multipoint switching equipment for ATM and ISDN connected videoconferencing kit, JVCS now provides 4000 port hours of IP-based videoconferencing per month. Users benefit from the advice and support of a team of operators based at Edinburgh University, who offer a vast wealth of videoconferencing experience. JANET(UK) also provides a support centre based at Manchester University for the Access Grid community, which is focused primarily on research.

The technology behind JVCS has developed progressively. Its capabilities now include recording and streaming facilities, High Definition video, automatic audio and video quality assurance testing and instant videoconferencing, to name but a few.

Perhaps the coming years will see the video element of videoconferencing move away from screens and monitors. Holographic 3D projection videoconferencing is now possible (to a certain degree), accompanied by a bit of stage production, smoke and mirrors. Clearly this is a very 'cool' concept but would it add any real benefit to a traditional videoconference? (In the author's opinion the answer is a loud yes!)

Despite changes to the core technology and the development of application technologies, the overall level of service delivery has remained unchanged – consistently high – for almost thirteen years. Can we make it higher? Can, and will, JVCS adapt to these new technologies with its present structure? Seen from the other direction, is there a danger that we are hypnotised by the shiny new toys to the detriment of what our users actually want? We want to provide a service that meets the communication needs of the JANET community, so please take part and have your say.

For more information on the Videoconferencing Strategic Review, or to take part in the online survey, please visit the JANET website, where you will also find details of our current services.

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JANET/NHS VC in Full Health

NHS and academic staff at NHS Trusts can now routinely videoconference with colleagues and students at the five Universities in the CETL4HealthNE partnership, led by the University of Newcastle

As announced in the December 2008 edition of JANET News, James Cook University Hospital, part of South Tees Hospitals NHS Trust, became the first NHS Trust to register with JVCS and videoconference between the NHS network in England and Scotland, N3 and JANET without using ISDN. This development was closely followed by the addition of North Tees and Hartlepool NHS Foundation Trust also becoming a JVCS early adopter of the N3 JANET Gateway. With the resolution of remaining connectivity issues, members of the partnership – the Universities of Durham, Northumbria, Sunderland and Teesside, led by the University of Newcastle, and NHS partner organisations – can now gain the fullest benefit from the service.

CETL4Health, the Centre of Excellence in Healthcare Professional Education project, is focused on support of undergraduate students for a wide range of clinical disciplines whilst on placement at NHS Trust sites. The use of videoconferencing facilitates teaching and learning and increased collaboration across regionally diverse sites and will allow the sharing of educational resources, including direct contact with the relevant expert or facilitator at a remote site. In addition the distributed staff supporting these activities are more easily able to work together.

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Green Data Centres

Data centres consume resources and are not environmentally friendly. Organisations are increasingly recognising that running their own dedicated data centres is not providing competitive advantage, but is actually costly, inefficient and problematic. The shared services structure of the JANET network provides solutions to these problems. JANET offers an opportunity for organisations to house data separate from the organisation, for applications to be hosted and made available, and for shared data centres to be a realistic possibility for organisations.

The research, education, training and culture sectors have always depended on access to information for the creation of knowledge. In the digital age this requirement is increasing significantly, and will continue to do so as communication paradigms change. The Internet has moved from a dissemination platform to one fundamental for communications, applications, services and collaboration. Information is becoming unbounded from geographic location. Digitised data, online learning with rich media, hosted software solutions such as comprehensive enterprise resource planning software and other computer intensive features such as web-based interfaces are increasing at the same time as a growth in requirement for business continuity solutions. Research oriented applications such as simulations, modelling and intensive calculations have seen similar growth rates as such High Performance Computing usage becomes fundamental across many disciplines. This explosion in data storage, transmission and usage has helped to move data centres to be a central issue for senior managers, organisational leaders, and major bodies such as HEFCE.

In parallel with this information realignment, other forces are influencing data centre provision. Campus real estate has increased in value as has pressure to make full use of existing facilities; power requirements and costs have also increased. Data centres are thus often seen as expensive, power hungry, heat producing facilities and this trend continues with blade servers and intensive high performance computing. These have higher per rack power requirements and produce more heat. The University of Sheffield estimated that 40% of the energy used in its (educational) data centres is not used on processing but on overheads.

Commercial data centres are addressing these inefficiencies through purpose built facilities that use 'free cooling' with ambient air, and designs such as hot and cold rack arrangements. However, frequently in the education sector data centres are not in highly efficient purpose built facilities, but in existing organisational buildings reliant on complex, inefficient cooling systems. Research by SusteIT suggests many such installations will not meet the new EU Code of Conduct on Energy Efficient Data Centres.

Internationally, companies are going further by aiming for zero carbon facilities, such as the Moses Lake scheme by ask.com, and the Holyoke scheme which is a collaboration between MIT, Cisco and EMX. Similar initiatives are happening in the UK at Inverness with Alchemy, and on the Pentland and Solway Firths with Internet Villages International and Atlantis Resources. These centres are powered by renewable sources, solar, wave or hydroelectric. However, working as individual UK organisations, this is difficult in the education space; one direction is through sharing services.

JANET(UK) is participating in a number of studies around the country looking at ways of sharing data centres between organisations. Valuable work in the Yorkshire and Humberside region is exploring data centre reuse and the technical aspects of data centre provision within regions, whilst the universities of Salford and Derby are developing a proposal for a shared data centre to meet the needs of multiple organisations. A recent study by Logica for JANET(UK) suggested that in the HE sector a dedicated education data centre has the potential to save the sector £100 million in 15 years while improving services, resilience, and environmental efficiencies.

The Future?

For organisations the perfect storm may be brewing. The impacts of the recession may well continue to be felt by the sector for the next two years; carbon taxation is likely to add significantly to costs in the near future; power costs are likely to increase; power availability for new developments in some areas will be questionable; real estate near to organisations will be less available and at the same time data usage will continue to increase and data centre needs will intensify. Also raised in a recent HEFCE consultation is the possibility that organisations may have a carbon reduction target linked to funding (HEFCE consultation 2009/27).

So what are the key features of an idealised sector data centre?

- Shared services facility
- Green powered, intelligent, scalable, highly efficient facility
- Comprehensive, efficient, modelled, internal design, maximised airflow, passive cooling, power management
- Resilient power and connectivity to JANET
- Use of technologies such as virtualisation to improve efficiency and maximise flexibility.

In collaboration with stakeholders and sector and industry representatives, JANET(UK) is currently shaping a sector-wide strategy for data centres. There is widespread consultation building on previous studies, and involvement opportunities include a survey to institutions and structured engagement with the commercial market. Any comments or expressions of interest to help further inform this work are welcomed.

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Wales in Higher Definition

High Definition videoconferencing has arrived in Wales. While the switchover to digital TV in Wales is only just beginning, the Welsh Video Network (WVN) Support Centre is nearing the end of a major project to provide fully featured High Definition videoconferencing facilities to every Higher and Further Education Institution in Wales.

Why High Definition? It's all about improving the user experience. The much greater resolution available allows complex and intricate activities to be demonstrated more clearly and convincingly via a videoconference. In a classroom situation it allows slides and similar material to be displayed so that they can be read clearly even at the back of the class; and in meetings and other collaborative activities via videoconferencing, the improved rendering gives a more convincing presence of each participant, leading to improved communication and, hopefully, outcomes!

The project, which began with a JANET(UK)-managed EU procurement back in June 2007, has been funded centrally by the Higher Education Funding Council for Wales and the Department of Children, Education, Lifelong Learning and Skills of the Welsh Assembly Government, and represents an investment near £3m. Amongst other benefits, this centrally funded approach ensures that all HE and FE organisations have equitable access to the video network, provides best value in terms of procurement, helps to guarantee interoperability and consistency, simplifies support, lowers total cost of ownership and, most importantly, delivers a robust and reliable videoconferencing service that is appropriate for the varied needs of its participants.

The completed project will see 54 of the original WVN studios in 34 organisations upgraded to support High Definition. The WVN Support Centre is scheduled to have completed 40 of these upgrades by the end of August 2009. In addition to delivering High Definition, the new studios have been designed to take advantage of the latest technologies:

- flat panel displays significantly reduce the amount of space taken up by the technology, leaving the front of the room free for the presenter and the space far more inviting
- ceiling mounted microphones provide excellent pickup across the audience area and allow for furniture to be reconfigured easily
- standards-based H.239 permits two video images to be transmitted simultaneously, allowing presenter and content to be displayed at the far end on separate displays
- a PC screen sharing solution supports full collaboration utilising the existing interactive whiteboards
- a fully bilingual (English/Welsh) colour touchpanel control unit running bespoke software provides an integrated video preview facility
- integrated power management and an advanced monitoring system help ensure that power consumption is kept to a minimum.

In parallel with the installation of the new videoconferencing equipment, the WVN Support Centre has also installed new firewall traversal and gatekeeper equipment at each organisation. Elements of the solution have been co-located at core Points of Presence on the PSBA Network, which delivers JANET services within Wales. This has delivered cost savings, a reduction in power consumption and a reduction in the overall number of devices deployed. The system as a whole is the largest deployment of its kind in Europe.

Rhwydiaith: Bilingual Support

To support the use of the Welsh language in videoconferences the WVN Support Centre has offered a simultaneous interpretation service, Rhwydiaith, for several years. The system allows an interpreter to be located remotely (or at any participating site) and provide interpreted audio to all participating sites. This gives participants the freedom to communicate using their choice of language. The WVN Support Centre also provides bilingual material and seeks to deliver as many services and training sessions as possible in either Welsh or English.

The images that accompany this article depict two of the new-look studio facilities installed at Coleg Powys in Brecon and Newtown. These photographs are reproduced here with their kind permission.

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PSBA—the wider picture

The benefits delivered by the new studios will make it easier for WVN supported organisations to get real value from videoconferencing in delivering improved services. The uniformity of the solution helps to ensure interoperability across WVN sites and the consistent user interface facilitates transfer of skills across organisations. To help individuals understand the potential of the technology and to provide them with the skills they need to make the technology work for them, the WVN Support Centre provides a range of training opportunities and specialist Teaching and Learning Advisors.

These benefits and the track record of the WVN in delivering reliable, leading-edge videoconferencing services and support to the tertiary education sector in Wales are widely recognised. The Welsh Assembly Government's Public Sector Broadband Aggregation (PSBA) programme is now planning how to bring similar benefits more widely across the whole public sector in Wales. Videoconferencing technology has enormous potential to assist an organisation in improving the quality, cost-effectiveness and carbon footprint of its delivery of public services. It also has the potential to improve collaboration between individual parts of the public sector at both the organisation and people levels, and in finding innovative ways to share expertise and existing investment.

With these objectives in mind the WVN team is working with the PSBA and with other colleagues to develop future collaboration services and support that can be made more widely available and more cost-effective. JANET(UK) is very supportive of this initiative and believes it will add further value to education and research across Wales. In another article in this edition of JANET News we report on successful videoconferencing between higher education and health in England. It is important that these and similar capabilities are also available via the PSBA Network, and that Welsh leadership in the use of videoconferencing in education and research continues to flourish.

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Regional Support Events

JISC Regional Support Centres held a series of e-fairs during July and JANET(UK) had a presence at each one. The range of speakers, workshops, presentations and other activities covered many aspects of using technology to deliver teaching and learning. Many of the presentations were recorded and are available for download or watching on the RSC web sites.

The venues ranged from the Walker Stadium in Leicester, to York Race Course, to the Southport Convention Centre and a newly built FE College site. Attendance at the North West event was over 270 and delegates at each event came from FE, Adult Learning, Local Authorities, work-based learning and Specialist Colleges.

The presence of JISC Services at these events provided a chance for delegates to discover the richness of resources now available. Other exhibitors included East Midlands MAN, focusing on the JISC funded Security Service offering, and PageOne covering the JANET txt service. JANET Service Desk staff used the event as a useful opportunity to meet JANET customers face to face.

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Network Access Conference

JANET(UK) will hold a one day Network Access Conference at the Mayfair Conference Centre, London on 3 November.

Network Access is a broad heading that covers functions at the edge of the network: last mile connectivity; aspects of authentication, authorisation and endpoint assurance; and usability. Increasingly the user experience of resources at the network core is filtered through the qualities of the connection they receive at the network edge, outside of the typical desktop environment. JANET(UK)'s mission in this area is to extend the edge of the network into learning and social spaces outside the campus, to foster mobility within and between networked environments, and to deliver JANET content and resources to the user whenever desired and wherever they may be.

The event will consist of presentations on recently-completed network access projects, the forthcoming research programme, and updates on relevant technological developments. Delegates will be invited during the afternoon session to comment upon the future strategic direction of the network access programme and highlight any areas they would like to see covered in our work. The programme is not overly technical, and is suitable both to operational and managerial IT staff.

Overall, the event will serve as an update on JANET(UK)'s work in this area, a chance to influence its future direction, and a forum to meet with colleagues from other organisations facing similar challenges.

The event is free and numbers limited, so please book a place early. Further information and booking details can be found at: **http://www.ja.net/services/events/2009/network_access/.**

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Federated access management case studies

A number of case studies commissioned by the UK Access Management Federation will be presented at a cross-sector event on 14 October 2009 at the ICO, London. Meanwhile, other case studies are in preparation.

The event will focus on a number of cross-sector case studies that have been developed to help others deploy federated access management within their organisations, and will focus on a range of deployment strategies in HE, FE, Schools and Commercial organisations.

The event is aimed at both identity providers and service providers and will give attendees the perfect opportunity to learn from the experiences of other organisations, and their different modes of deployment.

This event is free of charge but spaces are limited so we suggest you book early.

For further details, programme and booking please go to **http://www.ja.net/services/events/2009/federationinpractice_london/**

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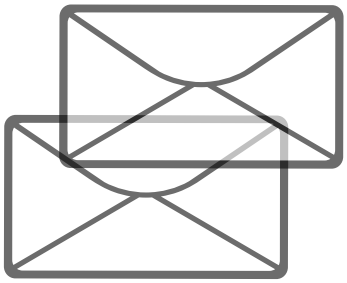
JISCMail Service Announcement

As of 1 August 2009, the contract management of JISCMail will pass to the JISC Services Management Company Ltd.

JISC and the Advisory Services have been examining ways to be more agile and flexible to respond to the changing needs and demands of the further education, higher education and research communities. The outcome of this review is the formation of a new company called JISC Services. JISCMail, JISC infonet, JISC Legal, JISC TechDis, JISC Netskills, JISC Procureweb and JISC Digital Media have come together to create JISC Services which formally came into existence on 1 August 2009.

If you have any enquiries, please contact **helpline@jiscmail.ac.uk.**



Forthcoming Courses

ja.net Training

OCTOBER

JANET Roaming Fundamentals	October 2nd 2009 - London
Firewalls: Planning and Implementation	October 8th 2009 - Cambridge
Technical Support of Videoconferencing	October 12th 2009 - London
Virtualisation Fundamentals	October 13th 2009 - London
Implementing a Shibboleth 2 Identity Provider	October 20th 2009 - Llandrindod Wells
Implementing a Shibboleth 2 Identity Provider	October 21st 2009 - Llandrindod Wells
Managing IT Security	October 28th 2009 - Birmingham

NOVEMBER

Introduction to the UK federation	November 3rd 2009 - Glasgow
Implementing a Shibboleth 2 Identity Provider	November 4th 2009 - Glasgow
Implementing a Shibboleth 2 Identity Provider	November 5th 2009 - Glasgow
Using Logfiles for Security	November 10th 2009 - London
Introduction to JANET	November 11th 2009 - London
Basic Networking	November 17th 2009 - Bristol
Basic Router Configuration	November 18th 2009 - Bristol
Computers, Privacy and the Law	November 24th 2009 - Glasgow

DECEMBER

JANET Roaming Fundamentals	December 1st 2009 - Bristol
Computers, Privacy and the Law	December 2nd 2009 - Llandrindod Wells
Introduction to the UK federation	December 9th 2009 - London
Implementing a Shibboleth 2 Identity Provider	December 10th 2009 - London
Implementing a Shibboleth 2 Identity Provider	December 11th 2009 - London
Virtualisation Fundamentals	December 15th 2009 - Newcastle

Dates and online booking for all courses are available on our website.

A mailing list is available for the distribution of information regarding JANET training courses. Discussion of training requirements relating to the JANET network, suggestions for new courses, locations or course frequencies are also welcomed. To join this list, access the JISCmail site at: **http://www.jiscmail.ac.uk/lists/janet-training.html**

Forthcoming Events 2009

JANET – the first 25 years

22 September
The large Conference Room (G.07),
The School of Informatics,
The University of Edinburgh,
Informatics Forum,
10 Crichton Street,
Edinburgh, EH8 9AB

UK federation in practice

14 October
ICO Conference Centre
22 Berners Street, London
W1T 3DD

JANET CSIRT Briefing

22 October
ICO Conference Centre
22 Berners Street
London W1T 3D

Network Access Conference

3 November
Mayfair Conference Centre
17 Connaught Place,
London W2 2E

Events Calendar

http://www.ja.net/services/events/calendar-2009.html

Advanced Notice 2010

Networkshop 38

30 March - 1 April 2010
The University of Manchester

Recent Publications

Reports

Quarterly Report to the Community (May-July 2009)
http://www.ja.net/services/publications/reports/quarterly-report/qr-summer09

Newsletters

JANET News 8
http://www.ja.net/documents/publications/news/news-8.pdf

Factsheets

Investigating Copyright Complaints
http://www.ja.net/documents/publications/factsheets/077-investigating-copyright-complaints.pdf

Using Screen-Sharing Systems
http://www.ja.net/documents/publications/factsheets/078-screen-sharing.pdf

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Availability

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