**SWIT3E & Janet South West User Group Meeting - Minutes**

**Thursday 15th January 2015**

AL to inform the group of the attendance register, needs to be circulated around the group.

**Attendees:**

Andrew Lee, Rob Perkins, Victoria Evans, Neil Francis (SWIT3E Meeting only), Dave Hassall, Shirley Wood, Kevin Sharp, Neil Tanton, Simon Cooper, Nick Skelton, David Batho (SWIT3E Meeting only), Paul Evans, Tim Blake, Phil Apps, Justin Haskins, Paul Wilson (SWIT3E Meeting only)

**SWIT3E Meeting -**

Andrew greets the group and explains the agenda for today. Speaks a little about the University itself and the campus for those who have not visited us before.

Brief introductions are given to the group from each member detailing their name, and institution at which they are based and the job title.

Janet Certificate Service Presentation - Simon Cooper (Jisc)

New certificate service from janet / jisc. This has not yet be launched.

Consists of a private and public key.

Encrypts information between users web browser snd the website/service being visited

Provides some assurances about the holder of the certificate and therefore about the website they are visiting

3 different types

1. Domain Validated

2. Business Organisation validation

3. Extended validation

First launched back in 2006

Part of the TERENA Certificate service

Certificate Authority is a commercial supplier

Janet's role is Registration Authority

Incumbent supplier is Comodo (Since Dec 2009)

700 plus members from UK academia and public sector

Issued over 50,000 certificates since 2006

Certificates requested and obtained through a web portal

Charging introduced in June 2013

Devolved user access and management to members (previously had to fill out a paper based form, can now be done all on-line)

Recent service woes

Recent security incidents at commercial CAs,

eg. DigiNorta certificate compromise and Comodo reseller security breach

(DigiNorta is a Dutch certificate Authority)

Impact on certificate issuance processes, with introduction of Domain Validation and telephone call-back

Other recent events affecting certificates

E.g. Heartbleed bug and SHA-I deprecation

To avoid security warnings replace SHA-I certificates which expire in 2017.

Rational for new service -

* Issues affecting delivery of service
* Lack of contractual control
* Decision to procure own service
* With a focus on high assurance EV certificates
* Procurement Objectives

- reduce time to obtain high assurance

- Direct contractual relationship with supplier

- improve customer user experience

New Certificate Service

* OV and EV certificates only
* Approval step introduced (according to CAB guidelines)
* Removal of additional email domain validation step
* Removal of telephone call-back for all orders
* Massive reduction in time to obtain these certificates from - 5days to > 1 hour
* Simplified service for quick and secure certificate issue
* User verification developed to end sites / members
* Enhanced functionality added to existing system
* Transition taking place now to new supplier (not been formally announced yet but has been chosen)
* Service testing in February - Real certificate testing with a small select number of customers (Rob Perkins @ Uni of Bath volunteers)
* Service launch mid-April 2015

£35 + VAT for one, buy in bulk and price per certificate will be less.

Aim is to keep the price the same.

Jisc Access and Identity Management Services

www.tinyurl.com/jiscaim

Other AIM services:

* Eduroam
* UK Access Management Federation - access to web-based services
* Absent (formerly Moonshot) - access to non-web services

Some questions are asked directly to Simon.

Why would people want to use EV certificates? Maybe Janet / Jisc could provide some fact sheets on this or some form of appropriate documentation? Suggestion from Rob Perkins.

Bristol is Open Presentation - Paul Wilson (www.bristolisopen.com)

Open Programmable City Region

Variety of internal staff from University of Bath join the group for this presentation. (Roger Jardine, Steven Chapman, James Davenport)

* Why?
* 5 mega-trends shaping the next decade
* how will this do what it does
* Is a software defined network critical for all this?
* How it's been structured?
* How is it being funded?

Is of great interest to TMT businesses & academia, Culture & creative content, People, community, service delivery and Better city management.

Possible project - connectivity bubble around Ambulances. Projects on assisted living already taking place. Talk on working with an energy company.

5 big things

* machine to machine communication
* Growing cities and growing consumerism - Smart city design
* Liveable, Sustainable & Resilient Cities Win - movement called Playable cities.
* Citizens want more control over daily life. Customer experience spans many channels
* A City Operating System - People & Cities. Could there be a way to create city management.

Gartner's Hype Cycle diagram was shown, many challenges along the way will be faced. This is a research infrastructure and a journey that we are on, it isn't going to work perfectly.

4 core network nodes (with accessible rack space) - University of Bristol, @ Bristol, Engine Shed, Watershed

Digital Dome will be on the network

Wireless mile coming down what is known as the 'Brunel Mile'.

3rd Aspect, Mesh Network (54 fibred lamp post clusters)

Phase 1, Bristol City Centre, libe in April 2015

Phase 2, wider City-Region, live in stages 2015-17 (work in progress) Money available in 2015 and needs to be spent by 2017

What is a software defined Network?

Interoperable IOT platforms.

Politically this has been very achievable in Bristol due to the Mayor George Ferguson and his backing.

What do we do with this now?

Co-production - local people, businesses, academics, and local government.

Will charge a usage fee. At first step this will be more useful to researchers and academics.

Stage 1 will be April 2015.

Phase 1 - £75 million investment has gone into this. This is not how much has been spent! This is the value that has gone in to it.

How is it run? Joint venture Board (University of Bristol, Bristol City Council, Non-Executives)

Advisory Panel - Long-Term partners and invited attendees (University of Bath)

Have pitched 3 levels of long term (5 years) partnerships.

There is an Interim Management Team

Dick Penny MBE

Professor Dimitra Simeonidou

Paul Wilson

Professor Joe McGeehan CBE

Stephen Hilton

Professor Nihan Canagarajah

Question asked: Will eduroam be available on those 4 wireless nodes? Unsure of this, doesn't seem as though this has been considered at the moment.

**Janet South West User Group Meeting - Neil Tanton**

Apologies: Simon Williams, Roger Snelling

Minutes of the last meeting - Minutes provided by Shirley Wood and Victoria Evans.

Action points, items for Janet - Increasing number of trouble tickets from South West - Kevin Sharp (not yet completed). Neil noticed some tickets floating around last week (Wednesday 7th?) regarding attacks, Kevin believes this was acted upon fairly promptly.

Networkshop is open now. Taking place in Exeter in April, there may be an EarlyBird offer still on.

Product Management - Was an action on Kevin Sharp. In early planning stages, business case has now been put together. Some early proof of concept trials have taken place.

Action point regarding NHS -

Potential meeting for next meeting - ISO 27,000 Shirley to arrange with Janet / Jisc.

Items for Janet

Table was asked, no itemsd were raised by anyone.

South West Stats - all seems to be pretty reliable at the moment, no outages since March 2014. Paper provided by Kevin shows up until November. Lowest was 99.67, not too disastrous.

Traffic is as expected, bit down in July / August then climbing up again. Usage is pretty much on target.

Andrew Lee asks if should have a 13 month representation as opposed to a 12 month one (seasonal) for the Service Reliability statistics would be advisable. Action on Kevin to see if this can be arranged after an agreement was reached that this seemed like a sensible idea.

Janet Update - provided by Shirley Wood

Shirley confirms that there e-mails have now changed.

Senior management has encountered some changes.

Customer Engagement - Jisc made major changes on this side of things. Training organisation, contact centre, etc. Customer engagement people that worked for Janet have now been moved to Jisc front of house.

Kevin Sharp - Job will remain the same with the addition that he will now be the first point of contact for 25 Jisc accounts. Kevin will still be key contact. From our point to view in regards to the link to Janet.

Shirley will keep the group updated as and when she is made aware of further information.

Webmail service ceased at the end of November.

Launched the Jisc Amazon web portal, seems to be being used. Can set budget limits and have itemised billing. As people sign up to it there will be more discounts applied.

Shirley provided a training update also.

Eduroams’ clinics seem to be very popular.

Latest full course schedule is provided on their website.

Also happy to run courses in-house if required.

FE Update

David Batho and Neil Tanton had a conversation regarding this. Want to work together towards a shared way with other FE institutions. Whether expertise or guidance or benchmarking. From service perspective in a college, be useful to be able to help and support each other. Do we do this through this forum or do need to set up another separate one? Neil Tanton asked for people's thoughts on this. Neil would like declarations of interest and thoughts, via e-mail after the meeting is accepted.

General thoughts seemed to be that this would be a huge, valuable resource to have available. Would like to bring in Universities to be able to assist. Agreement that e-mail addresses could be used as a way of aid, being able to ask questions to each other. All present in meeting were in agreement. Neil to liaise with David again regarding this matter to move it forward.

Event & Sites Reports

University of Bath - Andrew Lee mentions that we are trialling Lync and advises all to use it if possible.

Bath Spa is moving towards The Cloud as reported by Dave Hassall.

Paul Evans - HPC Procurement & looking at DataCentres also. Will be catching up with chaps at University of Bath whilst he is on site.

Bath College - Justin Hawkins Currently in a merge with Radstock College, which in turn has a lot of IT implications

Bristol - Nick Skelton confirms that they are interviewing on Friday for new CEIO, hoping to be able to appoint someone from this set of interviews.

Date of next meeting: Wednesday 20th May 2015 @ Exeter University

October meeting date has been finalised as taking place on Thursday 15th October 2015, hosted by University of Bath