

Strategy area: voice and video

Mission: To encourage and support the use of applications and collaborative technologies that maximise the benefits and potential of the Janet network for our customers.

We will achieve this by building and sustaining communities of users and demonstrating the power of relevant technologies through high profile showcase events. Community networks of users will mutually benefit from collaborations with their peers and the advice and expertise of Janet. Janet will also identify and develop applications to meet customers' requirements that the commercial market has not or cannot meet, or where value can be added through aggregation of demand or international collaboration.

Context

Applications supportive of collaborative modes of work enhance productivity and realise savings by more efficiently utilising the users' time and resources. Moreover, the quality and characteristics of the Janet infrastructure enable applications and technologies that may not be possible or feasible on other networks, and our community presents unique requirements that the market may not otherwise meet. This creates the opportunity for Janet uniquely to generate value for the community and meet its needs in this area.

Governmental pressure towards carbon reduction through the use of VC and collaborative tools is now impacting customer requirements, as are economic pressures to reduce travel overheads. Wider trends such as the management and support of international satellite campuses deepen the need for the potential efficiencies, economies and increased productivity that networked collaborative tools can provide. In particular, users now expect more interoperable, hassle-free video services accessible from mobile platform applications and able to access to the full spectrum of educational content and remote experts, as well as lubricating the interactions of numerous global collaborative projects.

Customer requirements

- To increase efficiency and realise savings through exploitation of VC, IP telephony and other collaboration technologies, out sourced where appropriate;
- To help achieve reduced environmental impact commitments;
- To broaden the scope of access to expert educational content;
- To more fully exploit communication and collaboration technologies in our business processes and in collaborations with other institutions;
- Access to expert advice in our use of collaboration tools and high-end audio and video;
- To be informed of the potential of relevant new technologies and applications that present new collaborative opportunities.

Strategic response

- Demonstrate the possibilities of new technologies through showcase events, loan equipment, briefings and online resources;
- Maintain a focus on customer needs via regular dialogue, focus groups, SIGs and consultations;
- Benchmark our products and services against the market competition, to ensure that we continue to deliver value and competitive advantage to our customers, and to ensure that where beneficial we identify and pursue partnership opportunities;
- Maintain and further develop a world-class VC infrastructure, Video and Telephony Services closely aligned to our customers' needs;
- Extend the use of applications into non-traditional areas of the Janet community to increase the user base of Janet services, and maximise the customer benefit of the network;
- Represent Janet nationally/internationally and lead global standardisation efforts;
- Extend the interoperability capabilities of Janet collaboration services to take in popular user tools (e.g. Skype, Lync) as well as purely standards-based clients;
- Horizon scan for new technologies that could be developed into relevant services for Janet customers.

Current programme 2012-13

Project	Description	Priority
Janet Video Services	Design and procure development of a next generation VC management system and investigate managed service options. Lead standardisation efforts in this space.	High
Streaming the Arts and Humanities	Gain expertise in streaming uncompressed audio and video. Promote the use of NREN infrastructure for delivery of high quality performances.	High
Telephony	Develop a purchasing framework designed to meet the needs of Janet customers.	High
Ultra High Definition video	Coordinate the UHD Special Interest Group and Showcase Janet's potential to transport UHD content.	Medium
Video Delivery Systems	Provide a flexible streaming infrastructure.	Medium

Reference	ST/STRATEGY/DOC/003
Author	Tim Boundy
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