

Operations Handbook

London Metropolitan Network (LMN)

LMN is JANET(UK)'s Regional Network Operator (RNO) in London and is contracted to provide JANET connectivity to nominated Higher Education Institutions (HEI), Further Education Colleges (FEC), Adult and Community Learning (ACL) and research organisations. LMN operates under contract to JANET(UK):

<http://www.ja.net/services/connections/janet-sites/mans/index.html>

and is primarily tasked with providing connected organisations with an IP service defined in the contract's Service Level Agreement, although LMN additionally provides a full 24x7 help desk and monitoring service to all connected organisations. LMN uses Logicalis as its 24x7 help desk network monitoring service provider.

Fault Reporting Procedure (24 x 365)

Any site representative within each connected organisation designated to liaise with LMN on operational matters (known hereafter as the "site contact") can use the following contact details to report a suspected fault with their institution's JANET link:

Logicalis MSC

Tel: 01753 474 445

Email: lmn.operations@uk.logicalis.com

When reporting a suspected fault or incident, please state your institution, your name and confirm your contact details.

Incident Ticket Handling

In the event of an incident which causes the total failure of an organisation's JANET service, a priority incident ticket will be assigned by the LMN help desk. Each incident will be allocated a unique ticket number, which the site contact may record for subsequent reference. The target time to repair such priority incidents is normally five service hours from the time the incident is first logged by the help desk. Note that in cases where LMN appointed engineers need physical access into a nominated organisation's site, any delays caused by the site contact which result in site access being delayed or refused will affect the overall repair time. Such delays will not count against LMN or its repair engineers.

The LMN help desk aims to keep the site contact updated at suitable intervals on the progress of fault resolution throughout the repair period. Site contacts should refrain from trying to escalate repairs during these target repair periods.

Incident Ticket Escalation Procedure

Should the service fail to be restored within the target repair times stated above, the site contact *may* choose to use our escalation procedure. Please remain calm, methodical, and professional when using this process:

The site contact may seek information on a priority incident by escalating calls to the following Logicalis contacts, in the order tabled below. Depending on the circumstances, it is suggested that periods of up to one hour are left before escalating to the next Logicalis contact level.

Level	Name of contact	Telephone numbers	E-mail
1	MSC Help Desk	01753 474 445	lmn.operations@uk.logicalis.com
2	Managed Services Manager	01753 490 967 0750 007 1495	terry.easterbrooke@uk.logicalis.com
3	LMN Operations Manager	01753 777323 07967 464 323	glyn.jones@uk.logicalis.com
4	V P - Managed Services	01753 490967	tim.stacey@uk.logicalis.com

Escalation via LMN Staff

In extreme situations, such as communications to the Logicalis MSC not functioning properly, or if the resolution of your service problem is not being addressed to your satisfaction, the site contact may contact the LMN Chief Technical Officer, or the LMN General Manager if the former is not contactable:

Level	Name of contact	Telephone numbers	E-mail
1	LMN CTO	020 7460 5203 07747 770881	p.white@lmn.net.uk
2	LMN GM	020 7460 5201	g.cooper@lmn.net.uk

LMN Complaints Procedure

The aims of the LMN complaints procedure are:

- a. To acknowledge complaints and provide a reference number within four working hours;
- b. To resolve the complaint within 10 working days;
- c. To close 70% of all complaints within 20 working days.

Complaints should be sent by email to:

circuits@lmn.net.uk

LMN Web Site

Further information about LMN contacts and services can be found at:

<http://www.lmn.net.uk>

LMN Network Scheduled Maintenance

From time-to-time, scheduled maintenance is necessary on the LMN core network. All scheduled maintenance will be authorised between LMN staff and Logicalis. Any scheduled maintenance affecting JANET services will be notified to the designated site contacts at all LMN connected institutions and JANET Operations, currently at least 10 working days in advance of the planned work.

The maintenance will be scheduled during the well-known JANET 'schedule maintenance' period on Tuesday mornings between 07:00 and 09:00. Occasionally un-scheduled emergency repairs or upgrades may have to be performed outside these scheduled periods, but LMN will do its utmost to minimise service downtime to users.

LMN Netsight Monitor

JANET(UK) supplies the UK regional network operators with a network monitor for use by JANET users. These monitors provide a real-time status view of the JANET backbone, external links to the Internet (USA, Europe), and all UK regional networks. The LMN Netsight network monitor has been configured to show the network status of our specific LMN sites. For the top-level view of these status reports, see:

<http://netsight.ja.net/>

LMN designated site contacts, using their JANET(UK) assigned read-only username and password, may log onto the next level at this site to view specific usage and performance statistics about their institutional LMN link to JANET. These statistics include service availability status, reliability and latency measurements, which are graphed separately over the last 24 hour, 7 day and 30 day periods.

Information on JANET Services

This is the LMN Operations Handbook. It is not intended to replicate the general information about JANET services which may be found in your JANET Operations Handbook or at:

<http://www.ja.net/services/index.html>

JANET Service Desk

Problems with JANET services or with site "B-end" routers provided by JANET(UK) will be reported to the JANET Service Desk. The JSD is staffed between 07:00 and 23:59 from Monday to Friday. An answering machine is in operation outside these hours.

Tel: 0300 300 2212
Fax: 0300 300 2213
Email: service@ja.net
Web: <http://www.ja.net/services/contact.html>

JANET CSIRT (Computer Security and Incident Response Team)

JANET connected HEI, FEI and other organisations should already have their own JANET CSIRT contact and internal security procedures, and are therefore already familiar with liaising with JANET CSIRT on JANET related security incidents without reference to LMN. The following reference material is available to all JANET customers:

<http://www.ja.net/services/csirt/index.html>

JANET CSIRT can be contacted using the following:

Tel: 0870 850 2340
Fax: 0870 850 2341
Email: irt@csirt.ja.net

WARNING - CSIRT blocking of your internet connection: CSIRT reserves the right to block your institution's access to the global internet from JANET if you have failed to act on its request to address a local security incident under your control. If this happens you should warn your LMN Help Desk immediately in order to avoid unnecessary diagnostic investigations.

Relationship & Responsibilities of LMN Partners

JANET(UK)

LMN operates under contract to JANET(UK) to provide JANET services to those Nominated Organisations in the South of England. JANET(UK) provides management and maintenance of non LMN HEI member site routers, as well as the JANET Service Desk and management, monitoring and fault rectification of the SuperJANET5 backbone.

Logicalis

Logicalis Ltd. is responsible for the management, monitoring and fault rectification for the LMN network from its Managed Service Centre located at Slough, along with spares holdings and technical manpower based in the UK.

Cable and Wireless

Cable and Wireless Ltd. is responsible for the provision of the transmission infrastructure of the core LMN network, the provision of the LMN POPs via a co-location and provision of circuits to LMN Nominated Connections.