

NOW JANET CAN TEXT AND SIGN

New from JANET(UK) is a Short Message Service (SMS) and two types of Server Certificates.

"SMS is especially valuable to LMN members and we anticipate widespread uptake," said Maria Iliia, LMN Business Development Manager. "The service has been designed from the start as a secure and highly available facility aligned with best practice in handling data."

PageOne has been selected as the partner for delivery of JANET txt to the academic community and SMS is available to all JANET connected organizations, allowing them to send and receive text messages, to and from, relevant groups and individuals. There will be no set up charges and the cost per message will be 4.2p + VAT.

Participants will administer and regulate their own use of texting facilities, with specific billing and auditing reports. The service will also support customisation and branding options so that the tools and the messages are clearly associated with the organisation using them. The service will support multilingual formats, non-text based delivery (email and text-

to-voice options) and international delivery.

JANET(UK) is also now offering two types of server certificates to its customers.

One type, provided through an agreement between TERENA and GlobalSign, allows JANET to act as a Registration Authority to provide GlobalSign server certificates to JANET connected organisations. (JANET will absorb the cost of providing the certificates, so there is at present no charge to organisations. These certificates cannot be used for commercial transactions so cannot be used to secure credit card transactions or any other request that will result in the transfer of money between people or organisations.)

The second type of service is the continuing agreement between JANET and GlobalSign to offer discounted server certificates for servers with addresses in the .ac.uk domain. (The cost of a server certificate under this agreement is approximately £90 per certificate per year. These certificates, however, do permit the exchanges of financial data and so can be used to secure credit card transactions.)

LMN PROFILE

WHO WE ARE AND HOW WE CAN HELP

LMN runs a powerful, fast and resilient IT network supporting the vital IT systems that underpin the teaching and research of London's universities, colleges and public sector bodies associated with education.

LMN takes a leading role in fostering development, cooperation and learning in the Capital, connecting around 1 million users in the Greater London area to the Internet and offering to members value-added services, professional networking events and technological support.

The new LMN3 high capacity network has the ability to expand rapidly, from two 10Gbit/s resilient channels to multiple 10 Gbit/s channels. LMN3 connects to the national SuperJANET backbone network, which provides onward connections to global internet. Members benefit from exceptional internet service performance and reliability through LMN's uncontended network, which aims to meet simultaneously the peak traffic requirements of all of its users. Both LMN and the SuperJANET network are resilient and offer exceptionally high availability. A not-for-profit organisation, financed by government, LMN Ltd receives most of its funding from JANET(UK) and sets membership fees at a low level to provide a contribution towards its running costs.

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networking

the update on services for your institution from London Metropolitan Network

summer2007

SERVICES FOR MEMBERS WIN TOP AWARD FOR LMN



In a landmark public acclaim for the value of its services to members, LMN has been awarded a prestigious London Connects award - the data backup service provided with InTechnology has won Best Shared Service Project at a high-profile London Connects conference.

"We are delighted that the Award highlights our services to members and especially the offsite data storage and protection service which we offer with InTechnology to London's education-related organisations," said LMN Business Development Manager Maria Iliia.

"Our members can enjoy the major benefits of this service at a rate which is 20-40% below the normal commercial rate; we have to be aware of the present heightened security situation in London and the InTechnology service can play an important part in business continuity strategies alongside its other benefits."

"This Award is a tribute to the leadership of the Universities who collaborated to pilot and develop this service and the persistence of the LMN staff," said Russell Altendorff, Director of Information Systems at London Business School. "We on the LMN Board are proud of the Award and are pleased to be contributing to the greater security and resilience of IT systems that underpin London's many universities, colleges and local community education establishments. But the greatest achievement of all is the innovative commercial and service level agreement between the public sector and the outsource supplier InTechnology which

really shows what can be done to make outsourcing a cost effective and sustainable activity".

London Connects is a London-wide agency responsible for bringing together local, regional and central government to support the delivery of the e-government agenda across the capital. Partners include the Greater London Authority and the London Councils, together with other cross-London service providers and agencies.

The 2007 London Connects Annual Project Awards recognise and celebrate the most outstanding transformational e-government projects in the Capital.

The benefits of LMN membership are now offered to many public sector bodies in London, with a link to education, and they too are enjoying the benefits of top-quality data backup which is offered at reduced cost and can be scaled to meet increases in data volumes. A simple utility payments model based on the volume of data stored ensures that the end user only pays for what is needed.

The portfolio of services provided cost-effectively to LMN members with InTechnology is a major success story. Over 26 service agreements have now been signed within the LMN community and, due to this rapid take-up, these services are now being made available to the entire UK academic community, via connectivity through the JANET network.



Maria Iliia, Business Development Manager at LMN, receives the London Connects Award from Sir Steve Bullock, Mayor of Lewisham and Chair of London Connects, with Russell Altendorff, LMN Board Director, left, and Neil Dickinson, Administration and Finance Manager at LMN, right.

NEW THIS SUMMER

The Award from London Connects coincides with a phase of rapid development in LMN's mission as not only a powerful platform for networking but also for the services it provides to members in the capital's education community and its important series of events on technological progress and risk management.

This summer sees a range of innovations and improvements for LMN members including:

- a further reduction in the Joint Services Interlink, providing InTechnology services to members (see page 2 for details)
- the launch and rollout of the LMN3 network, providing business benefits, greater bandwidth and resilience to members (see page 3 for details)
- events and workshops to provide valuable information and support to members, as well as the opportunity for networking (see page 3 for details)
- access to JANET services for the academic community (see page 4 for details)

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NEW SAVINGS FOR MEMBERS ON CONNECTIVITY

LMN members can now benefit from further price advantages in buying data backup services through LMN's agreement with InTechnology.

LMN has waived the costs associated with the Joint Services Interlink, the high speed network connection between LMN and InTechnology's nationwide network, which enables LMN members to subscribe to InTechnology services.

Normal commercial terms for connectivity to InTechnology services would be a considerable part of the cost of those services, so the further reduction to LMN members will contribute to the typical 20% - 40% savings they enjoy. Typically, an LMN member will save around £4,000 from the cost reduction.

"We are committed to providing a range of services to members at cost-effective terms, using the strength of the LMN brand to achieve advantageous reductions," explained Maria Iliu, Business Development Manager at LMN.

"With over a third of our community already subscribing to these services, we feel sure that this reduction will encourage other universities, colleges and public sector bodies to take up the offer of membership and benefit from these services."

There are two service options which offer solutions to meet the varying needs of LMN members and their corporate requirements. One service, whilst it can support any operating system, is optimised for the Windows environment and supports major applications, including Exchange, SQL and Oracle. The other service is designed for institutions with larger data volumes, possibly associated with large science-based research projects, and is optimised for the UNIX environment.

Both services are supported by InTechnology's Service Level Agreements, with 24 x 7 data monitoring from the company's Network Operations Centre and offer benefits in secure data backup and restore, supporting institutions Business Continuity strategies.

IT DIRECTORS HAVE THEIR SAY

As a leader in provision of powerful connectivity and value-add services to members, LMN is able also to act as a forum for discussion among members and a provider of top-level technical updates.

At the IT Directors' Forum held this summer in London, CTOs and IT Directors met to discuss a range of issues closely affecting infrastructure management and direction for their institutional and public-sector IT systems.

A very topical view of challenges in infrastructure management came from Alf Raju, who is responsible for ICT Legacy and Business Planning at the London Borough of Newham. Alf Raju and his team are working to create a lasting legacy in Newham from the massive investment in new technology that underpins the 2012 Olympic Games. Having worked on the Programme Management that supported the delivery of the 2004 Athens Olympic Games, Alf has a real understanding of the challenges involved and values the robust network support and services that he gets from LMN.

"I see LMN as a backup network to our network," he said. "We are in a period of rapid increase in knowledge and development and we are looking to spend our network and make savings on our services to the public."

An update on the new LMN3 network came from Andrew Kerl, Assistant Director of Information Systems and UCL and Procurement Manager for LMN3.

A technical update on current wireless progress came from Tomo, Network and telecoms project engineer at the London Business School and Chair of LMN's WLAN committee.

The Forum attracted 45 delegates from all sectors of London's academic and public sector education community and was chaired by Dr Jasbir Gill, Director of IS at Birkbeck College.

"I think the benefits are clear in networking within LMN and getting public sector bodies working together," said Alf Raju.



Members enjoying the summer BBQ held to launch LMN3.

SUMMER LAUNCH OF LMN3

LMN were hosts to a BBQ reception in the attractive surroundings of King's Fund earlier this summer, at an event to celebrate the launch of LMN3.

"There has been a lot of hard work around LMN3 and it was good to see so many members and contributors at the launch," said LMN CTO Peter White. "The rollout of LMN 3 is on track and will bring significant benefits to members."

"I think the LMN events are always useful for keeping in touch with the LMN community and developments in LMN," said John Stone,

Chief Executive of the Learning Skills Network, one of the members at the reception.

"A unique feature of these events is that there

are people there from all sections of the education community in London, including FE and HE. Right from the early days, LMN has seen diversity in the membership as very important and so they provide a link between all the other people in the network."

"At the Learning and Skills Network we are committed to supporting learning in all its forms and are working on the same issues and thinking about the same problems as all the other members of LMN - we have a lot in common and the barbecue event was certainly successful in getting people talking to one another."

TOPICS WITH A FRESH LOOK

A wide-ranging selection of topics makes up the Events Programme for LMN members in the coming academic year.

"We are organising a programme which we believe will appeal to our members in all kinds of academic bodies and in the public sector," said Maria Iliu, LMN Business Development Manager.

"Our events programme is a very important part of our work at LMN as it provides an opportunity for our members to join in

discussion on current topics of interest in IT as well as to benefit from updates from leading figures in our industry."

"Despite the varying sizes of institutions and public bodies in our membership, there is a strong strand of shared professional interests and a common commitment to provide maximum value to users."

Some fresh topics like 'Green IT' are just coming on to members' radar as they begin to grapple with the carbon-reducing agenda.

Others, like E-learning, are beginning to be implemented within the community.

PODCASTING AND WEBMAIL SERVICES

Autumn 2007 will see the introduction of some exciting new services from ULCC.

After working closely with Apple Inc, ULCC is proud to offer its managed Podcasting service to the academic sector. Already a proven concept in the US, Podcasting offers a highly efficient and flexible method of

delivering academic content to students and ULCC's service is designed to help institutions overcome the hosting and distribution challenges associated with this exciting new technology. A number of complimentary services are also available such as consultancy, training and production.

The managed Podcasting service will be available in early August and will be priced from £200.

BUSINESS BENEFITS IN LMN

For all LMN members, there will be financial benefits in LMN3, with lower circuit costs and no charges for the GSR interface for resilient connections. The new network will also ensure diverse routing for primary and resilient links, offering benefits in greater business continuity.

Financial benefits for Higher Education in the rollout include funding of up to £10,000, excluding VAT, for site routers and funding of all resilient circuit install costs. LMN is investigating the possibility of funding of 60% of the recurrent costs of resilient connections.

"LMN3 offers major improvements in bandwidth to our members with massive research projects making major demands on the speed and capacity of their IT systems," explained Peter White, LMN CTO. "Most of our members are experiencing rapid growth in data volumes and user requirements, so that its additional power will be valued very widely in the community."

"The benefits in increased resilience for business continuity are increasingly important for the realities of institutional IT in the Capital.

The **London Networkshop** will include a lot of technical aspects on **wireless** and **VoIP** technologies.

The Event on **Service Development** will attract all those concerned to trail and implement the cost-effective services provided by LMN.

"I hope that members will be in touch if they would welcome other events not already covered in our programme," said Maria Iliu. Email Maria on m.iliu@lmn.net with your ideas. Check out the full programme on LMN's website - www.LMN.net.co.uk

ULCC is also launching a new webmail service that can help institutions to communicate more efficiently, increase productivity and help eliminate the threats from viruses and SPAM. Prices start from as little as £1.80 per account per annum and will also be available from early August.

For more information on these and ULCC's other services, such as co-location and managed hosting, please contact Tim Bush at t.bush@ulcc.ac.uk