

Summer 2004

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LONDON
METROPOLITAN
NETWORK
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Launch of backup and restore service

When LMN carried out a survey within the community, the most pressing requirement was for an offsite data backup and recovery solution over the existing LMN connections. The service needed to offer a strong service level agreement as well as good value for money.

LMN's partner in developing this service is InTechnology plc (<http://www.intechnology.co.uk>) who are the UK's leading provider in this field.

An extensive 3-month pilot study was carried out, involving London Business School and Birkbeck College. A steering group composed of senior representatives of LMN's community governed the process. The pilot met all of the rigorous success criteria and the service is now available to all LMN members as its first value added service.

To celebrate this achievement LMN is holding a launch event on the 22 September at Birkbeck College. The event will be opened by Rick Trainor, LMN Chair and Principal of King's College London, and will feature a range of keynote speakers including IT directors from London Business School and Birkbeck College who will be sharing their experience of the service.

The service is now operational and delivered over LMN to four organisations.

Partnership for mail filtering

Message Labs (<http://www.messagelabs.com>) are global leaders in email filtering and virus protection solutions, which are placed directly upstream of institution's mail systems. This means that all emails are scanned for spam and virus infection, and because the system is on the Internet, the anti virus and anti spam software is updated in real time.

LMN have negotiated a partnership deal with Message Labs which enables excellent value for the LMN community. It has already been taken up by three LMN members.

New connections

LMN has recently connected to a commercial ISP in addition to the JANET connection in order to broaden the range of services it can offer. This has enabled the connection of two new organisations: Multiple Sclerosis Society and Royal London School for the Blind.

The Royal London School for the Blind have their main school connected to the Kentish MAN, but also wanted to connect the main offices to the internet. Their old connection between the Kent and London was slow but LMN was able to provide them a fast and cost effective solution.

A second connection at 1Gbps has been delivered to Queen Mary, University of London to support their researchers involved in e-science and Grid projects (see <http://www.grid-support.ac.uk>)

Focus groups to identify community needs

During the 2003/2004 academic year, LMN organised three focus groups, hosted by members of the Business Development Group. Each focus groups was composed of representative from member institutions and was designed to explore and better understand member's needs.

Two particular areas for business development emerged as priorities: wireless networking and 24 by 7 support for institutions.

Two groups have been set up to look into these requirements. The wireless group has already met twice and will be making recommendations to the next LMN Business Development Group in October 2004. As part of the 24 by 7 support requirements LMN will be holding a seminar/workshop sponsored by Logicalis in October 2004 and is taking forward a project to pilot out of hours user support provided by one institution for another.

LMN is also investigating a web-based secure storage facility for use by staff and students using a service developed by Xythos (<http://www.xythos.com>), a US based company with a proven track record in the education market. The service would allow students and staff to access and manage files remotely over the Internet and share them in a browser environment very cost effectively.

Staff Development Programme

The staff development programme was very successful with all events well attended. The subjects covered were: project management, IT and disabilities, London Networkshop, disaster Recovery, email filtering and running helpdesks.

A full programme is planned for this year with events on network monitoring, networked storage, IP telephony, making the business case for technical projects, managing IT staff and the ever popular London Networkshop. Further details of the events will be circulated.

Connection upgrades for FECs

LMN has received funding to upgrade all Further Education Colleges to 10Mbps. This programme of upgrades has started and will be implemented in four phases with delivery from December 2004 to May 2005.

All institutions that will benefit from the higher bandwidth have already been contacted and advised of the project details. Pete White, LMN Operations Manager is managing the project.

New brand identity

LMN held an open competition to select a new brand identify and image. A selection panel from the LMN Business Development Group considered proposal by the three shortlisted organisations. Second Opinion (<http://www.seekasecondopinion.com>) was chosen to create LMN's brand.

The new logo was announced at the LMN AGM in January along with the launch of the redesigned web site (<http://www.lmn.net.uk>)

Further Information

For further information please contact:

Mick Kahn

Executive Director
020 7692 1340
M.Kahn@lmn.net.uk

Mahmood Javaid

Business Development Manager
020 7692 1331
M.Javaid@lmn.net.uk

Peter White

Operations Manager
020 7692 1362
P.White@ulcc.ac.uk