

SERVICES UPDATE

In partnership with InTechnology, LMN has investigated member institutions' requirements for a managed Web File Service.

The objective of the service is to deliver secure internet-based data storage, file access and simplified document management as a managed service for LMN-connected institutions, offering allocated storage on a per user per month basis. The service is based on Xythos Software's standards-based "WebFile Server" technology, already in use at more than 200 US Higher Education institutions, with more than 1,000,000 users.

The service would utilise the existing LMN/InTechnology Joint Services Interlink and complement the existing LMN "VBAK" and "VBAK Plus" automated offsite data backup and online recovery services already being delivered to 7 Institutions.

Currently, The University of Arts and Ravensbourne College are undertaking the 30 day pilot.

New services currently being trialled by LMN members for LMN members include:

- 24x7 remote monitoring of members' networks, systems and appliances (this service can be defined and customised to suit end users and offers various levels of response pro-activity in the event of failure, from "notify" to "call out repair"). LMN in conjunction with Logicalis is offering a 3 month pilot for 24x7 monitoring. Colleges that are currently planning to pilot this service are Greenwich, Royal College of Music and London School of Hygiene & Tropical Medicine

- Archiving with Information Lifecycle Management (ILM): a 'pay-as-you-go' Microsoft Exchange E-mail and Windows File System Archiving Service from InTechnology, which offers LMN Member Institutions the lowest cost access to the proven benefits of market-leading 'Enterprise Vault' technology from Symantec (formerly Veritas / KVS).

How LMN works for Education in London

Membership of LMN entitles connected institutions to take advantage of an expanding suite of services which are available on highly advantageous terms.

These services come from a dedicated LMN team and range from a solution tailored to your specific requirements, to increased bandwidth opportunities and a range of network services at discounted academic prices. Membership also entitles you to attend Free LMN events. LMN host at least 6 events each year, with great networking prospects.

keeping you in touch...

The Networking newsletter is produced by LMN to keep members and other interested bodies up to date with new developments and services that can benefit their organisation.

The information in this newsletter is provided as a general guide to LMN members and no responsibility can be taken for any errors or omissions.

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and relevant to your needs and interests. As LMN members, you can help us to greatly improve the quality, range and value of services available to you simply by participating in the surveys, events and future focus group meeting we will be holding to assess needs and support new service launches.

"We are planning a series of communications initiatives and events to increase awareness among members on how we can help support and strengthen their IT infrastructure," said Maria Iliia.

Peter White continues to provide LMN's first port of call on all your network-related issues - but Peter's role has also been expanded. As the newly-designated LMN CTO, Pete now has clear responsibility not only for daily operations, but also for the evolution (and evaluation) of partner and LMN-provided new services.

“ London Metropolitan Network (LMN) is a London-wide high-capacity advanced broadband metropolitan network delivering services and interconnecting over 100 leading Higher Education Institutions and Further Education Colleges. Every day, LMN delivers exceptionally reliable internet services to a community comprising over 1 million students and staff. ”

Professor Rick Trainor, Chair
LMN Board & Principal King's
College, London



networking

the update on services for your institution from London Metropolitan Network

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NETWORK

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LMN MOVES TO SUPPORT MEMBERS

LMN has moved decisively this summer to extend and strengthen services to members and to offer the benefits of the network to new communities.

With London's universities and colleges facing unprecedented pressure on their IT infrastructure from rapidly-growing new requirements in teaching and research, LMN aims to provide not only secure and robust connectivity but also new services in key areas identified by members themselves.

Following requests from members, the priority issues of secure data backup and messaging have been addressed, so that reliable and cost-effective services are now available through LMN for London's academic community.

Other additional services are under review and will be brought to members' attention as soon as they have been trialled and proved effective for the specific requirements of the academic environment.

A new management team at LMN is committed to extending the portfolio of services to be offered and also to bringing academic-related organisations into the network.



Meet the Team

Pictured is the executive team for LMN – contact them with your questions and for further information on services outlined in this newsletter.

From left to right: Tony Rybacki, Chief Executive Officer, LMN (t.rybacki@lmn.net.uk), Maria Iliia, Business Development Manager (m.ilia@lmn.net.uk), Peter White, Chief Technical Officer (p.white@lmn.net.uk), Neil Dickinson, Administration and Finance Officer (n.dickinson@lmn.net.uk).

"All change at LMN..."

A note from CEO Tony Rybacki.

In the last six months, LMN has taken some major steps towards establishing itself as an independently functioning company.

LMN accounting and financial management functions have been taken over in house at LMN with the arrival of Neil Dickinson (see contact details below). Dedicated in-house management of LMN finances will improve the speed of resolution of any issues you have with services from LMN Ltd and help the company to plan and manage successful future growth and change.

On the people front, we are also delighted that Maria Iliia has joined us from London Technology Network. As the new Business Development Manager, Maria will from now on actively manage our information and communications programmes with our Members.

Maria's initial focus is placed upon providing you with a re-vamped and revitalised LMN event programme (with free admission for members). Maria is also keen to build a new and improved knowledge base about LMN members - making sure that we provide you with information and services that are tailored

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in London



Taking the Headache out of DATABACKUP

Data integrity and security are big issues for every size and type of institution and were identified by LMN members in a recent survey as an immediate priority for them. Now LMN members can take advantage of InTechnology's VBAK services for offsite data backup and restore - the LMN network connects via a resilient 1 Gbit/s pathway to InTechnology's data centres.

Data can be backed up on an automated basis and transferred via the network to the data centre and individual files or entire data sets can be restored rapidly, giving benefits in Disaster Recovery as well as day-to-day operations for users.

LMN members have easy access to these state-of-the-art facilities and can automatically back up and recover all their data via their LMN connection.

You can try out the VBAK service at no cost to your institution - under an umbrella agreement between LMN and InTechnology, the VBAK services, which are already cost-effective, are made available to LMN Members at a substantial discount to all standard rates.

A solution fit for King's...

The Department of Information Services & Systems (ISS) at King's College London is using its LMN-provided IP network connection to access InTechnology's VBAK back-up service.

ISS has placed an order for a 7 Terabyte VBAK service for King's College academic and administrative systems. This is in addition to an earlier order from the Department of Management Information Systems (MIS) at King's College London for a 1 Terabyte VBAK service.

John Dunhill, Director of the Department of Management Information Systems (MIS) at KingsCollege, said that his department needed to upgrade its servers and replace a slow and cumbersome backup service with a better solution, satisfying more demanding business continuity requirements.

"The remote management from InTechnology is the perfect solution for us," he explained. "VBAK is much more secure and retrieval of our documents is much faster, so the quality of service we can provide to our staff has improved immensely. We have both internal and external pressures for business continuity - insurance companies, for example, expect better security procedures for information."

Andrew Stuart, Managed Services Sales Director of InTechnology is delighted that King's College London has taken up the service: "We are particularly happy that King's College London has taken up VBAK, as this builds upon the online remote data storage services we already supply to many major London academic institutions through the London Metropolitan Network (LMN)."

"Managed services are relevant to both large and small institutions, whether generalists or specialists. The King's College service is a relatively large one, but as the services are extremely scalable, many smaller institutions can also benefit. The collaboration between LMN and InTechnology is making possible Academic and Research Community-wide best practice data protection at lower unit cost."

Check out VBAK on the InTechnology website - www.intechnology.co.uk and register with LMN for a free trial of the VBAK service through our website www.lmn.net.uk

LMN MEMBERS ENJOY THE BENEFITS OF EMAIL MESSAGING SOLUTION

Following requests from members for support in this area, LMN is offering a Managed E-mail Filtering Service from MessageLabs so that members' systems and users get no more spam, viruses and unwanted content.

The MessageLabs managed e-mail solution goes beyond simply installing anti-virus and anti-spam software at the server and PC level. Operating at Internet level. MessageLabs servers scan all email before they arrive at your institution, using all the existing industry standard e-mail filtering software and also their own heuristic engines.

Unwanted web and email traffic impede an organisation's network, staff and students and present significant risks to information and reputation. Mitigating the risk of this unwanted traffic at the perimeter requires a disproportionate commitment of hardware, software and time and is all too often ineffective despite this investment. MessageLabs remote filtering services are recognised as the world leading service for addressing unwanted traffic before it reaches your network.

Accurate and consistent filtering of unwanted traffic at internet level is the most efficient means of managing the risk of unwanted traffic and reducing the

costs of managing spyware, spam, viruses, pornography and expressing acceptable usage policies. MessageLabs is employed to secure the internet communication of 11,000 organisations worldwide. For information on becoming part of this defended community contact LMN.

As the world's leading social science institution for teaching and research, with around 8,000 students, London School of Economics (LSE) was

email security services, so we're glad to be associated with them. We're confident that, as new threats to email evolve, MessageLabs will be ahead of the game." Christine Cooper, Technical Infrastructure Manager, LSE

"The LSE IT team has seen a 40% reduction in the load on LSE's servers, freeing up bandwidth and management time."

LondonBusinessSchool(LBS) is internationally recognised as a top graduate school and attracts students and staff from around the world. Prior to the adoption of the MessageLabs service, it also attracted more than its share of spam.

The daily effort of maintaining a

clean system occupied one full time UNIX administrator. The MessageLabs service freed up one man year of highly skilled staff effort for LBS. It has more than paid for itself from my divisional perspective - solved a big administrative and operational headache - and improved the quality of working life of all LBS email users. LBS also provides an email forwarding service for our 20,000 alumni around the world, and it is encouraging to have alumni complementing us on the efficiency of our filtering as opposed to their regular ISP's.

For more information please visit:
<http://www.messagelabs.com>

MessageLabs Anti-Virus Service scanned a total of 147 billion emails during 2004. Of these 901 million, or 1 in 16 (6.1%) contained a virus. During 2003, MessageLabs Anti-Virus Service identified 3% or 1 in 33 of emails scanned as virus infected. In 2002 this figure was 0.5% or 1 in 212.

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For LondonBusinessSchool, the MessageLabs service is simply the best of breed currently available. Its adoption by LBS has freed up one whole man year of effort in my division and given all our mail users freedom from unwanted mail.
”

...Russell Altendorf

experiencing vast numbers of unwanted emails - users were receiving between 150-200 unsolicited emails a day and some were forced to waste up to an hour a day just to sort out unwanted rubbish in their inboxes.

LSE signed up for the MessageLabs anti-virus and anti-spam services in 2004. "We have some of the top people in information systems technology working here, so it's important that our own IT infrastructure reflects the most advanced that the world has to offer. MessageLabs is unequivocally a leader in managed

date for your diary...

Note the date for the first free of charge LMN event on 27th October on Web Services with InTechnology and MessageLabs at Woburn House Conference Centre, London.

If you would like to be notified of future LMN events, email m.ilia@lmn.net.uk