

JANET Service Description

1 November 2007 to 31 July 2008

Version 1.2

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J1. Definitions (in alphabetical order)

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| Acceptable Use Policy (AUP) | The definition of acceptable and unacceptable use of JANET together with the responsibilities for compliance, maintained by JANET(UK) in consultation with JISC and published on the JANET web site at: http://www.ja.net/services/publications/policy/ |
| Additional Organisations | Those organisations that are defined in section J.A4 of the JANET Service Description and for which JISC requires inclusion in some of the reporting. |
| Connection Policy | Conditions set by JISC under which organisations may be connected to JANET as published on the JANET web site at: http://www.ja.net/services/publications/policy/ |
| Eligible Organisations | Organisations that are eligible to receive a connection to JANET as determined by the Connection Policy. |
| Emergency Maintenance | Service-affecting maintenance for an identified purpose that is required to be carried out on a Service in cases of extreme urgency where two weeks' notice is not possible. |
| Extended Hours | The periods from 17:00 to 22:00 on Working Days and the periods from 09:00 to 18:00 on Saturdays and Sundays. |
| Funded Organisations | Eligible Organisations nominated by JISC to receive funding for a Primary Connection and listed in the document http://www.mu.jisc.ac.uk/jfjc/ and updated by the Monitoring Unit on behalf of JISC. |
| IP | Internet Protocol version 4 (IPv4). |
| JANET | The name given to the private electronic communications network and the collection of electronic communications networking services and facilities that support the requirements of the UK education and research communities. |
| JANET Terms and Conditions | The terms for the provision of the JANET service maintained by JANET(UK) and published on the JANET web site at: http://www.ja.net/services/publications/policy/ |
| JANET(UK) | The trading name of The JNT Association Ltd that provides the Services. |
| JISC | The Joint Information Systems Committee that represents the interests of those providing the funding for the Services. |
| Monitoring Unit | The organisation contracted by JISC to monitor its network infrastructure and network content services |

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| Network Accessibility | <p>The ability to transfer data (as defined below) in both directions between the organisation and some point on the JANET network defined in the specific Service Level Definition. The measure of Network Accessibility will include factors outside JANET(UK)'s operational control, such as failures at the organisation, or delays in fixing faults due to absence of staff at an organisation.</p> <p>Network Accessibility is important as it is likely to closely reflect the reliability of the service perceived by end users, but it cannot be equated to <i>Network Availability</i> for the purposes of the Service Description.</p> <p>An organisation will not be considered accessible if:</p> <ol style="list-style-type: none"> a) it is not possible to both transmit and receive between the organisation and the measuring point on JANET for a period in excess of 60 seconds; or b) the performance of the path between the organisation and the measuring point on JANET is severely degraded to an extent that the service is effectively unavailable (severe degradation occurs where in excess of 60% of all packets transmitted on the path are lost for a period of more than 5 minutes); or c) the Round Trip Time (RTT) for a 128 byte packet sent between an organisation and the nearest point on the JANET national backbone exceeds 30ms for 95% of packets over a 30 minute period. <p>The performance of a link (in terms of packet loss and RTT) is closely related to loading. No guarantees on performance can be given for a link that is acknowledged to be overloaded.</p> |
| Network Availability | <p>The organisation's Network Accessibility removing:</p> <ol style="list-style-type: none"> a) all periods of inaccessibility that result from Scheduled Maintenance and Emergency Maintenance; b) all periods of inaccessibility that result from events local to the organisation, such as site power failures; and c) all periods of inaccessibility which are designated Suspended Periods. |
| Primary Connection | <p>A form of connection to JANET provided by JANET(UK) to an organisation that meets the Connection Policy. A Primary Connection delivers the full range of Services.</p> |
| Proxy Connection | <p>A use of JANET that is approved by JANET(UK) and made indirectly by a third party that does not otherwise have authority to connect to JANET. JANET access is provided through the use of application software running on equipment operated by an organisation with a Primary Connection or by a Regional Network Operator.</p> |
| Regional Network | <p>The network infrastructure that provides JANET in a particular region.</p> |
| Regional Network Operator | <p>An organisation that provides the Regional Network under contract to JANET(UK).</p> |
| Scheduled Maintenance | <p>Service-affecting maintenance carried out on a Service that has been published to organisations at least two weeks in advance and takes place, as far as possible, during the Scheduled Maintenance Period.</p> |

| | | | | | | | |
|------------------------------|--|---------------|-------------|------------|---------------------|----------------|--------------------|
| Scheduled Maintenance Period | The period from 07:00 to 09:00 on Tuesdays. | | | | | | |
| Scheduled Service Time | The time during which continuously available services are scheduled to be available which is 365 (366) days a year and 24 hours a day, apart from periods of Scheduled Maintenance and Emergency Maintenance. | | | | | | |
| Security Policy | The policy regarding the security responsibilities and measures to be taken by organisations connected to JANET, maintained by JANET(UK) in consultation with JISC and published on the JANET web site at: http://www.ja.net/services/publications/policy/ | | | | | | |
| Service | Any service to be provided by JANET(UK) as defined in this Service Description. | | | | | | |
| Service Availability | The measure of availability of Services other than Network Availability. Service Availability is specified as follows: a) A Service is <i>available</i> if it can be accessed and used correctly by at least one organisation that is not involved in its provision; b) Service Availability is the time that the Service was <i>available</i> (as defined above) divided by the time when it was scheduled to be available. | | | | | | |
| Service Level Definition | The definition of the standards to which a particular Service is provided. Service Level Definitions are grouped together according to their use. | | | | | | |
| Service Time | The time in a specified period minus any periods of Scheduled Maintenance and Emergency Maintenance. | | | | | | |
| Sponsored Connection | A form of connection to JANET that is approved by JANET(UK) and provided either by an organisation that holds a Primary Connection or by a JANET Regional Network Operator. A Sponsored Connection is provided to a single organisation and does not receive the full range of Services and is not subject to the Service Level Agreement. | | | | | | |
| Suspended Period | The period of time during which investigation by JANET(UK) or its agents of a fault at a particular organisation is frustrated by the inability to contact that organisation even though JANET(UK) has continued to make reasonable efforts to contact the organisation. The Suspended Period is considered a lack of Network Accessibility, but not of Network Availability. | | | | | | |
| Working Day | Monday to Friday excluding: <table> <tr> <td>Christmas Day</td> <td>Good Friday</td> </tr> <tr> <td>Boxing Day</td> <td>First Monday in May</td> </tr> <tr> <td>New Year's Day</td> <td>Last Monday in May</td> </tr> </table> <p>Additionally the substitute days that are appointed in lieu by Royal Proclamation when any of the above days fall on a Saturday or Sunday.</p> | Christmas Day | Good Friday | Boxing Day | First Monday in May | New Year's Day | Last Monday in May |
| Christmas Day | Good Friday | | | | | | |
| Boxing Day | First Monday in May | | | | | | |
| New Year's Day | Last Monday in May | | | | | | |
| Working Hours | The period from 08:00 to 17:00 on Working Days. | | | | | | |

J2. Preamble

J2.1 Services

JANET is the UK education and research community's highly reliable and secure world class infrastructure that enables national and international electronic communication. Through a collaborative and partnership approach JANET is not just a delivery mechanism for the Internet but also provides a set of wide-ranging and high quality application and advice services developed to meet the evolving needs of the community served.

The JANET Services include:

- a) IPv4 and IPv6 services which enable users to communicate with each other and with the internet at large;
- b) application services to assist in the provision of electronic communication facilities;
- c) technology advisory services designed to provide best practice guidance and increase the effectiveness of the use of the Services;
- d) training services designed to assist in the use of the Services;
- e) administration services to facilitate certain functions; and
- f) network security services which provide response to network security incidents and provide information and advice on network security matters.

J2.2 Scope

The Services will be provided to all Eligible Organisations.

J2.3 Relationships between JANET(UK) and Organisations

All organisations which receive the Services will have a formal agreement with JANET(UK) as a condition of service provision. Aspects of the agreement which are common to all organisations are documented in the JANET Terms and Conditions.

JANET(UK) will establish agreements with each organisation individually, making its acceptance of the terms explicit and covering organisation-specific details. JANET(UK) will keep records, available to JISC, of the organisations connected and the optional Services, if any, used by each organisation.

In general, JANET(UK) will normally communicate with the computing service (or equivalent organisational unit) in organisations.

If an organisation does not discharge its obligations and provide the necessary information, JANET(UK) may be unable to provide the defined level of Service. In this event (and if appropriate) JANET(UK) will alert JISC to any such failure on the part of an organisation, and agree subsequent actions.

If an organisation fails to abide by the Acceptable Use Policy, the JANET Terms and Conditions or the Security Policy, JANET(UK) may suspend part or all of the Services to that organisation.

J2.4 Additional Services

In addition to the other Services defined in this Service Description, JANET(UK) will provide the following items and report on them in its annual report and in its Operational Plan updates:

- a) Comprehensive documentation describing the use of JANET, the Services and developments provided in the following types:

- i. technical and operational information, designed to be used by IT support staff, which organisations need to connect and use their equipment to exploit the Services;
 - ii. publications for immediate issue to end users (newsletters, pamphlets, fact sheets, etc); and
 - iii. a range of technical material.
- b) Conferences and workshops designed to provide technical and other information to organisations.
- c) Attendance at meetings of the JANET community (where appropriate), in order to provide information on new or changed services as required, and to allow users to give feedback on the service levels achieved and provide general input to JANET(UK) on all matters.
- d) Provision of information and advice in the area of ICT regulation and security including:
 - i. gathering information and advice on regulatory and security issues that affect the making of ICT policy;
 - ii. promoting awareness among senior management in the JANET community on issues of ICT regulation and security;
 - iii. representing the position of JANET to lawmakers and others who may affect ICT regulation; and
 - iv. commissioning studies and reports relating to the above.

J2.5 Service Levels

Performance against agreed service levels will be calculated over any 12 consecutive months.

J2.6 Non-Monitored Service Levels

In general, JANET(UK) will routinely monitor the Services to ensure that they meet the defined service levels. However in some circumstances such measurements may not be possible on a routine basis, perhaps due to cost or due to the disruptive nature of the measurements required. Where this is the case, the corresponding service levels will be marked as being not monitored. However, where there is *prima facie* evidence that the Service delivered is failing to meet a non-monitored service level, JANET(UK) will agree with the Monitoring Unit a set of specific measurements (including the cost of such measurements) intended to determine whether the Service is indeed failing to meet the appropriate service levels.

J3. IP Services

J3.1 IP Service

Specification:

JANET(UK) provides an IP service comprising a high capacity, highly reliable backbone, regional distribution mechanisms and connections to the global Internet, to be available on a continuous basis (excluding time taken for Scheduled Maintenance and Emergency Maintenance). Unicast IP transmission is available across the whole of JANET and multicast IP transmission is available across the backbone of JANET and within some of the regional network infrastructure. The backbone supports both IPv4 and IPv6 (unicast and multicast).

Connectivity to the global Internet includes global and domestic network peering and connectivity to the European and American research networks.

Organisations are able to transmit and receive IP packets across JANET (both between organisations and with the external networks to which JANET is connected). This is measured between the demarcation point at the organisation and a measurement point on JANET close to the location at which the global transit connectivity is made.

Service Levels:

- a) Network Availability of the IP service of 99.7% from each organisation to the measurement point on JANET.
- b) Time to restore Service to an organisation (duration of period of unavailability) of less than 10 hours for each fault.
- c) The network backbone will have continuous Network Availability for organisations to send and receive IP packets between organisations and to the external networks to which JANET is connected.

Reporting:

JANET(UK) will make available to organisations on a monthly basis:

- total traffic, separately in each direction, for each organisation;
- Network Availability to each organisation calculated over a 12 month rolling period.

J3.2 Fault Reporting

Specification:

JANET(UK) provides a means by which organisations may report faults on any of JANET(UK)'s operational services. JANET(UK) publishes procedures for fault reporting and organises a sufficient set of mechanisms for call out in response to faults and for escalation in response to continuing problems. These procedures take account of the need for users of the network to be kept aware of progress and status during periods of disruption.

Where a Service is provided via a sub-contractor, JANET(UK) makes arrangements for fault reporting and provision of progress and status information, via the sub-contractor, or otherwise.

JANET(UK) attempts to inform the appropriate representative of the organisation within one hour of finding that the organisation apparently does not have Network Accessibility. If this is not possible because the organisation is not staffed at the time, the report will be made when next possible.

Service Levels:

- a) Organisations will be able to report faults via the JANET Service Desk at any time. (Use by JANET(UK) of a telephone answering machine is acceptable as long as service levels (b) and (c) below continue to be met.).
- b) JANET(UK) will respond to any fault report with an initial prognosis:
 - within one hour when there is more than one hour remaining in a period of Extended Hours or Working Hours; or
 - otherwise, within one hour of the start of the next period of Working Hours or Extended Hours.
- c) Where faults are detected by JANET(UK), a summary of the fault and of the action taken will be provided to the organisation affected on the same time-scale as above.
- d) JANET(UK) will make a first attempt to inform the appropriate representative of each organisation of a return to service within 60 minutes of the fault being fixed.

J3.3 Management of Maintenance Activities**Specification:**

JANET(UK) ensures that organisations are given advance notice of changes to Services that affect them and publishes warnings of unavoidable losses of Service that are planned beforehand according to the timing specified in the definition of Scheduled Maintenance. Warnings of changes are disseminated by means of electronic mail distribution lists and other appropriate media.

Service Levels:

- a) The total service-affecting maintenance time for the core IP network will not be more than 0.5% of Service Time of which not more than 0.1% of Service Time may be Emergency Maintenance.
- b) The total service-affecting maintenance time for each organisation will not be more than 0.5% of Service Time which not more than 0.1% of Service Time may be Emergency Maintenance.
- c) The total service-affecting Scheduled Maintenance time for access to each of the services providing access to external networks will not be more than 0.5% of Service Time.

J3.4 Network Status Information**Specification:**

JANET(UK) provides web-based information on the status and performance of the IP Service. This information includes details of the operational status of the backbone IP network and the external network access provision, presented in a form suitable for end users of JANET. Each organisation has access to detailed information for its own connection(s), which includes the Network Accessibility of the access path between the organisation and the JANET backbone network, and current and historical traffic figures for the access path. This detailed information is also made available to the Monitoring Unit.

Service Levels:

- a) Service Availability of 99.5%.

J3.5 Time Reference Service**Specification:**

JANET(UK) operates an IPv4 and IPv6 high quality time reference service for use by organisations in accordance with RFC 1305.

Service Levels:

- a) Service Availability of 100%.

J4. Application Services

J4.1 Videoconferencing Service

JANET(UK) provides a high quality videoconferencing service to enable organisations to communicate with one another and with other endpoints outside of JANET where possible.

Specification:

JANET(UK) offers:

- a bookable videoconferencing service supporting both IP and ISDN at different speeds and allowing multiple end points to join a single videoconference;
- a dedicated IP-only instant videoconferencing resource;
- a gatekeeper hierarchy that supports an E.164 dialling scheme to route calls effectively both nationally and internationally;
- central gatekeeper support for organisations that are unable to operate their own gatekeeper; and
- a fault reporting facility that operates during Support Working Hours and will ensure that:
 - a) prompt action is taken, if the fault lies with the videoconferencing facility, to ensure the videoconference concerned can continue if possible; and
 - b) the organisation is notified if the fault is a cause other than the videoconferencing facility.

Support Working Definition

Support Working Days are Working Days plus the first and last Monday in May.

Support Working Hours are 08:00 – 21:00 on Support Working Days and 08:00 – 17:00 on Saturdays.

Service Levels

- a) Service Availability of 99% for the videoconferencing service.
- b) Service Availability of 99% for the IP instant videoconferencing service.
- c) Service Availability of 99.5% for the gatekeeper hierarchy.
- d) Service Availability of 99.5% for the central JANET Gatekeeper service.
- e) Service Availability of 99% for the booking system.
- f) A resource reservation will be made within six Support Working Hours of receiving a booking request.
- g) An initial response to any enquiry will be given within four Support Working Hours.

J4.2 Access Grid Support Service

Specification:

JANET(UK) offers support services to the users of Access Grid collaboration technology through the Access Grid Support Centre. JANET(UK) will:

- manage and operate a range of operational facilities to support the use of Access Grid including virtual venue services and bridging services;
- provide help, advice, guidance and training on deploying, using and managing Access Grid technologies;

- perform quality assurance tests on Access Grid nodes to enhance the experience of using Access Grid for users;
- provide a central booking service for Access Grid sessions;
- provide a fault management facility so that organisations are able to report faults during Support Working Hours;
- develop and maintain a repository of web-based information about the services of the Access Grid Support Centre and Access Grid technologies.

Support Working Definition

Support Working Days are Working Days excluding the Easter Bank Holiday Monday, the last Monday in August, and 24 to 31 December inclusive.

Support Working Hours are defined as 09:00 – 17:00 on Support Working Days.

Service Levels:

- a) Service Availability of 99% for the booking service, the virtual venue service, the multicast bridge and the videoconference conversion service.
- b) An initial response to any enquiries will be given within two Support Working Hours.

J4.3 Usenet News Service

Introduction:

JANET(UK) operates a system of news servers exchanging Usenet News articles with organisations outside JANET and enabling organisations to both read and submit news articles via appropriate delivery methods.

JANET(UK) makes arrangements for the exclusion of illegal material from the Usenet News Service, although it is recognised that it is impracticable to make any guarantee of such exclusion.

J4.3.1 News Feed Service

Specification:

JANET(UK) operates a continuous News Feed Service for organisations in which they are able to exchange articles with each other and external organisations. The JANET News Feed Service is a traditional NNTP service, requiring a news server at the subscribing organisation to accept a feed sent from JANET servers.

Service Levels:

- a) Service Availability of 99.5%.

J4.3.2 News Reader Service

Specification:

JANET(UK) provides servers from which an organisation can transfer newsgroup details and individual articles on its own initiative. The News Reader Service is a traditional NNRP service that will be available to organisations that do not operate a news reader service themselves and where the volume of news reading is expected to be modest.

Service Levels:

- a) Service Availability of 99.5%.

Reporting:

Each organisation will be provided with access to its own usage statistics.

J4.4 Electronic Mail Services

J4.4.1 Mailer Shield

Specification:

JANET(UK) provides a service available on request to help manage the electronic mail facilities of an organisation by making them more secure and robust.

Service Levels:

- a) Service Availability of 99.6%.
- b) Except for delay caused by failures in an organisation's mail system, the time between a message being transferred to a service relay and the first attempt to transfer it to the organisation's mail server is to be no more than 10 minutes.

J4.4.2 E-mail Advice and Testing Service

Specification:

JANET(UK) provides assistance, advice and guidance to organisations on the use of Internet mail and on the configuration and operation of mail systems.

As part of the service, JANET(UK) operates the Spam-relay Tester and Notification Service, which tests an organisation's mail server and reports any vulnerability to unauthorised relaying found. The system is available to scan an organisation's mail systems on request, and JANET(UK) will systematically scan certain organisation's mail systems from time to time.

Service Levels:

- a) Service Availability of 99.5% during Working Hours.

J4.4.3 E-mail Abuse Protection Service

Specification:

JANET(UK) provides a service to assist those managing electronic mail at organisations by determining if their mail systems should refuse connections from certain addresses. The system is based on data from reputable source(s) and provides DNS style resolution.

Service Levels:

- a) Service Availability of 100%.

J4.4.4 Electronic Mailing List Service

Specification:

JANET(UK) provides an electronic mailing list service (JISCmail) for organisations. The service uses the world-wide-web and e-mail to enable list-members to communicate and to share information through e-mail, virtual discussion rooms and the storage of files of interest to members of a list.

The service:

- performs effective virus checking on all incoming e-mail;
- actively implements measures to combat Unsolicited Bulk Email or SPAM and mail loops;
- maintains a web server which provides comprehensive information on using the service; and
- accepts or rejects proposals for the creation of new lists according to published criteria.

Support Working Definition

Support Working Days are defined as Working Days excluding Easter Bank Holiday Monday, the last Monday and Tuesday in August, and the period of 24 to 31 December (inclusive).

Support Working Hours are defined as 09:00 – 17:00 on Support Working Days.

The helpdesk is staffed during Support Working Hours. It is possible to lodge enquiries via telephone and e-mail at all times when the helpdesk is not staffed.

Service Levels:

- a) Service Availability of 99.5%.
- b) Message turnaround time (reported through regular hourly samples of test traffic) of 30 seconds for 95% of messages accepted for distribution.
- c) Routine updates to virus checking software will be validated and applied within one Support Working Day of notification from the software provider.
- d) An initial acknowledgement to any enquiry will be given within four Support Working Hours.
- e) New list proposals that meet the defined criteria will be set up within three Support Working Days.

Reporting:

JANET(UK) will make available to organisations on a monthly basis information on the performance of the Electronic Mailing List Service.

J4.4.5 Web Mail Service

Specification:

JANET(UK) provides a chargeable hosted e-mail service to organisations that request it. The charging scheme is published on the service web page.

The service is primarily accessed using a standard web browser for composing and receiving e-mail on a central Web Mail server, and provides protection against viruses and spam as long as the web interface is used. The service can also be used from more standard e-mail software using POP/IMAP/SMTP protocols but virus and spam protection are not provided in this mode.

Authorised individuals at each subscribing organisation can administer user e-mail accounts through a secure web interface.

Service Levels:

- a) Service Availability of 99.5%.

J4.5 JANET Web Site

Specification:

JANET(UK) provides a web service supporting IPv4 and IPv6 and providing information concerning the JANET network, services and developments including the web-based information required for other Services in the JANET Service Description.

Service Levels:

- a) Service Availability of 99.5%.

J4.6 Nameserver Services

J4.6.1 Second Level Domain Service

Specification:

JANET(UK) provides delegated country code second level domain (ccSLD) service for the .ac.uk and .gov.uk domain name spaces. This service enables the resolution of primary and secondary nameservers for registered organisations and provides a 'whois' service giving additional information relating to allocations of names in the .ac.uk and .gov.uk domain name spaces.

Service Levels:

- a) Service Availability of 100%.
- b) Changes to the .ac.uk and .gov.uk domains will be reflected in the 'whois' database within 24 hours of their publication in the DNS.

J4.6.2 Primary Nameserver Service

Specification:

JANET(UK) provides an off-site primary nameserver service, on request, to those organisations that are unable to make provision for such a service themselves. The service provides a full representation of the organisation's domain.

Service Levels:

- a) Service Availability of 99.95%.

J4.6.3 Secondary Nameserver Service

Specification:

JANET(UK) provide an off-site secondary nameserver service to organisations on request. The service provides for only the top level of an organisation's domain.

Service Levels:

- a) Service Availability of 99.95%.

J4.6.4 Off-site Resolver Service

Specification:

JANET(UK) provides an off-site Resolver service, on request, to those organisations that are unable to make provision for such a service themselves. The service provides dedicated Resolvers located in the core of JANET to answer requests for domain name resolution that come from an organisation.

Service Levels:

- a) Service Availability of 100%.

J4.7 Managed Router Service

Specification:

JANET(UK) provides a chargeable managed router service to organisations on request. This service comprises initial set-up, hardware and software maintenance, minor changes to configuration and remote analysis of faults.

Where a fault is determined to be with the router, alerts are raised to the router maintenance provider; JANET(UK) monitors progress and ensures that the organisation is informed once the router fault has been rectified.

Service Levels:

- a) The service will be provided within 22 Working Days of receipt of request.
- b) The maintenance provider will be informed of a fault within one hour of a router fault being detected.
- c) The router will be available for 99.7% of Service Time.

J4.8 Web-Based Services**J4.8.1 Web Hosting Service****Specification:**

JANET(UK) provides a service to host web sites for organisations on request. This is a chargeable service, and the charging scheme is published on the service web page.

The service provides the facility for each organisation to manage its own web site content. It does not give the organisation control at the operating system / application level as these are shared servers.

Service Levels:

- a) Service Availability of 99.5%.

J4.8.2 Web Filtering Service**Specification:**

JANET(UK) provides a service to filter out inappropriate web content for organisations on request.

The service provides the facility for each organisation to manage its own list of blocked or permitted URLs for filtering in accordance with the organisation's local policy and to tailor these filters to its needs. The filter settings are managed by authorised individuals at the organisation.

Service Levels:

- a) Service Availability of 99.5%.

J4.9 Roaming Service**Specification:**

JANET(UK) provides an infrastructure to enable guest users to employ their home network registered user credentials (username and password) to gain authenticated network access at participating organisations, without any administrative burden or added complexities for either the user or the local IT staff. Guest users may use whatever remote access facilities are provided by their own organisation and whatever facilities are offered by the visited organisation.

JANET(UK) provides a support service providing advice and technical guidance to organisations on roaming network access issues and maintains appropriate terms for organisations using the service. The support service is available during Support Working Hours.

It is intended to provide reporting in the future on details of usage of the Service.

Support Working Definition

Support Working Days are defined as Working Days excluding Easter Bank Holiday Monday, the last Monday in August, and the period of 24 to 31 December (inclusive).

Support Working Hours are defined as 09:00 – 17:00 on Support Working Days.

Service Levels:

- a) Service Availability of 99.5% for the national RADIUS proxy server.
- b) Access to the national RADIUS proxy servers for an organisation will be enabled within 15 Support Working Days of receipt of all necessary information and following completion by the organisation of the configuration of the organisation's RADIUS proxy server.
- c) An initial response to any enquiry will be given within four Support Working Hours.

J5. Technology Advisory Services

Specification:

Through the Technology Advisory Services, JANET(UK) provides assistance, advice and guidance in technology areas as follows:

J5.1 Bandwidth Management Advisory Service (BMAS)

(bandwidth and network traffic management and technical solutions)

J5.2 Multi-site Connectivity Advisory Service (MCAS)

(multi-site and inter-site connectivity within client wide area and local area networks)

J5.3 Video Technology Advisory Service (VTAS)

(video services, videoconferencing and video technologies)

J5.4 Voice Advisory Service (VAS)

(all aspects of voice technologies focusing on Voice over IP [VoIP] and IP telephony).

J5.5 Wireless Technology Advisory Service (WTAS)

(all aspects of wireless technologies).

The services provide information and advice on techniques, solution selection, deployment, implementation and use of the technology in a number of ways, comprising a set of core facilities and a number of additional features as appropriate to the particular service.

Users contact the technology advisory services and make enquiries through the JANET Service Desk. Users can also access generic advice and guidance through the services' web site areas.

The components offered within each service are summarised in the table below.

| | Core Facilities | | | | Additional Features | | | |
|-------------|----------------------------|----------------------------------|---|---------------------------------|---|--|-----------------------------|-------------------------------|
| | Enquiry answering facility | Dedicated area on JANET web site | Technical overview / fact sheets production | Consultancy arrangement service | Case study and in-depth report production | Product overview and evaluation/equipment tests/demonstrations | Information about suppliers | Support of JANET user service |
| BMAS | Yes | Yes | Yes | Yes | Yes | Yes | No | No |
| MCAS | Yes | Yes | Yes | Yes | Yes | No | Yes | No |
| VTAS | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes |
| VAS | Yes | Yes | Yes | Yes | Yes | No | No | Yes |
| WTAS | Yes | Yes | Yes | Yes | Yes | Yes | No | No |

Service Levels:

- An initial response to any enquiry will be given within four Working Hours.
- Case studies, reports, and technology fact sheets will be placed on the relevant web pages within 20 Working Days of being accepted as fit for publication.

J6. Training Services

Specification

JANET(UK) provides a programme of high quality training courses on topics related to networking and the range of JANET Services which reflects the needs of the community. JANET(UK) is responsible for the development, management and provision of this programme. Its role is to promote good practice and support the use of JANET Services.

Service Levels

- a) JANET(UK) will provide a programme of high quality training courses on topics relating to networking and network technologies for the JANET community.
- b) JANET(UK) will continue to develop new courses to meet the growing and changing needs of the JANET community.

J7. Administration Services

J7.1 JANET Service Desk

Specification:

JANET(UK) operates a service desk to act as the primary point of contact for all reports, enquiries and requests for action and information concerning JANET(UK) Services.

An escalation procedure is in place to ensure that unresolved queries are progressively brought to the attention of senior management.

Service Levels:

- a) The service desk will be staffed during Working Hours.
- b) Organisations will be able to lodge telephone and email enquiries outside of Working Hours.
- c) An initial response to any enquiry will be given within four Working Hours.
- d) Enquiries will be completed as follows:
 - i. 90% within five Working Days;
 - ii. 98% within 20 Working Days.

J7.2 Connection Services Administration

Specification:

JANET(UK) administers procedures for approval and commissioning of connection services, allowing new organisations to join the JANET network; and to upgrade, shift, merge and cancel connections to existing organisations.

Service Levels:

- a) New connections will be placed in service within 90 Working Days of JANET(UK)'s receipt of all necessary information unless delivery of service is prevented by reasons beyond JANET(UK)'s control.
- b) Existing organisations will receive an upgrade or shift to their connection service, within 80 Working Days of JANET(UK)'s receipt of all necessary information (in the case of pre-approved upgrades, within 80 Working Days of authorisation) unless delivery of service is prevented by reasons beyond JANET(UK)'s control.
- c) Cancellations for organisations will be implemented within 20 Working Days of approval with JANET(UK) unless the cancellation is prevented by reasons beyond JANET(UK)'s control.

J7.3 Licence Administration

An organisation may, under certain circumstances, apply for a licence to pass JANET IP services on to third parties. These arrangements are known as Sponsored and Proxy connections.

Specification:

JANET(UK) administers the Sponsored and Proxy licensing scheme defined by the Connection Policy. Organisations may apply for a single Sponsored Connection licence and Regional Network Operators may apply for multiple Sponsored Connection licences to connect a number of organisations at a discounted rate.

Service Levels:

- a) Licence requests will be processed within 20 Working Days once all the necessary information has been received by JANET(UK).

J7.4 Domain Name Service Administration

JANET(UK) provides administrative functions to enable registration and maintenance of names within the domain name system.

J7.4.1 Domain Name Registration Service**Specification:**

JANET(UK) provides coordination and administration for the naming domains .ac.uk and .gov.uk and makes name allocations in the DNS according to the published policy.

Service Levels:

- a) Correctly completed new name registration requests will be either approved or rejected within five Working Days of the request being received.
- b) New delegations (when approved), modifications and removals will be implemented in the DNS domain within five Working Days from the receipt of all necessary information and payment when applicable.

J7.4.2 Primary Nameserver Administration**Specification:**

JANET(UK) provides administration for the provision of primary nameserver services to organisations, on request, to those organisations that are unable to make provision for such a service themselves.

Service Levels:

- a) The basic zone information for the organisation's domain(s) will be published and the organisation informed that the service is configured within five Working Days of receipt of all the necessary information from the organisation.
- b) Requests for modification to entries in the primary server will be completed within five Working Days of receipt of all the necessary information from the organisation.

J7.4.3 Secondary Nameserver Administration**Specification:**

JANET(UK) coordinates the necessary information to enable, on request, the use of its secondary nameservers.

Service Levels:

- a) A secondary nameserver will be allocated and the names and IP addresses of the allocated nameserver provided to the organisation within five Working Days of all the necessary information for the request being received.

J7.4.4 Off-site Resolver Administration**Specification:**

JANET(UK) administers the registration and allocation of requests by organisations to use the off-site Resolver service.

Service Levels:

- a) Access to the Resolvers for an organisation will be enabled within five Working Days of receipt of all the necessary information.

- b) The organisation will be informed of the Resolver IP addresses in the order of preference with which their systems should be configured when the initial set-up of the Resolver is complete.

J7.5 IP Address Assignment

Specification:

JANET(UK) administers procedures for the approval and assignment of IPv4 and IPv6 address allocations, allowing organisations to apply for appropriate addresses required for their connectivity to JANET

Service Levels:

- a) Requests for IPv4 and IPv6 addresses will be processed within 10 Working Days of receipt of all necessary information.

J7.6 urn:mace:ac.uk Namespace Administration

Specification:

JANET(UK) provides coordination and administration for the urn:mace:ac.uk namespace (Uniform Resource Name: Middleware Architecture Committee for Education). URN allocations are made within this namespace and are capable of being resolved to obtain the document or specification that it identifies.

Service Levels:

- a) URN registration requests for new middleware applications and projects relating to education will be processed within 10 Working Days of receipt of all necessary information.

J7.7 Lightpath Service

Specification:

JANET(UK) provides researchers with end-to-end network connectivity and dedicated network capacity both across JANET and to other National Research and Education Networks. The Lightpath service is available to organisations with a primary connection to JANET on request, subject to overall capacity and budget considerations. Lightpaths are built from segments across the JANET backbone, regional network infrastructure, the organisation's campus network, possibly external network overlays and other national research networks. Implementation of a Lightpath relies on effective co-ordination and co-operations of involved multiple parties.

JANET(UK) is unable to actively monitor Lightpaths. All faults are therefore reported to the JANET Service Desk by the end users. JANET(UK) coordinates the fault diagnosis and repair with the relevant parties.

Service Levels:

- a) The requester will be notified within 10 Working Days of JANET(UK) receiving all the necessary information whether the request for the Lightpath service is authorised or rejected;
- b) JANET(UK) will aim for delivery of a Lightpath within 45 Working Days of the request being authorised and JANET(UK) receiving all the necessary information for the delivery of the service unless delivery of service is prevented by reasons beyond JANET(UK)'s control (this may particularly be the case when the provision of a Lightpath includes external network overlays and other national research networks).

J8. Security Services

JANET(UK) applies best current practice in relation to the security of JANET and organisations.

The JANET Computer Security and Incident Response Team (CSIRT) is the unit responsible for network related security on JANET. Its role is to protect JANET and the networks of organisations from both internal and external abuse, whether deliberate or accidental.

J8.1 Security Incident Response and Co-ordination

JANET(UK) provides incident response assistance and coordination to organisations who suffer a network security breach or event.

Specification

JANET(UK):

- provides mechanisms and procedures to enable organisations to report security incidents at all times and seek assistance during Support Working Hours;
- operates processes to counteract any use of JANET which is unauthorised, unacceptable or both and may initiate communication with organisations to resolve the misuse. This detection is automated and is limited to JANET external connections;
- attempts to contact any organisation implicated in a security incident and to agree action to be taken to resolve any misuse or mitigate any threat;
- operates a mechanism to facilitate correspondence with organisations and other parties and to monitor progress in resolving each security incident. Initial response to a security incident will normally include a unique reference number; and
- maintains a list of contact points and service hours for other network operators, law enforcement agencies and similar bodies.

Support Working Definition

Support Working Hours are defined as 08:00 – 18:00 on Working Days.

Reduced Support Working Hours are defined as 18:00 – 00:00 on Working Days and from 09:00 – 17:00 on Saturdays and Sundays. Service is provided during Reduced Support Hours through an on-call system.

Service Levels:

JANET(UK) will make an initial response to each request:

- a) within one hour, if received an hour or more before the end of a period of Support Working Hours or otherwise within the first two hours of the next period of Support Working Hours.
- b) within two hours, if received during Reduced Support Working Hours.

Reporting:

JANET(UK) will make available on a monthly basis a summary of the incidents handled.

J8.2 Advice

JANET(UK) provides advice to raise awareness among organisations and improve the security of their computers and networks.

Specification:

JANET(UK):

- advises all organisations of current threats whose impact on JANET is likely to be severe or widespread;
- advises individual organisations on action to be taken in respect of any apparent or actual security weakness specific to that organisation;
- provides organisations with regular information on general levels of threat and on countermeasures available;
- maintains information about current threats to the security of computers and networks and countermeasures to those threats, and will make it publicly available on the web; and
- operates an electronic mailing list for the discussion of security issues, open to approved organisation security contacts and other appropriate individuals.

Service Levels:

- a) JANET(UK) will issue advisory notices about new general threats or countermeasures to the approved contacts at all organisations by no later than the end of the first period of Support Working Hours after the information has been confirmed.
- b) JANET(UK) will review and update each item of advice and information provided on the CSIRT web site at intervals of no longer than six months.

Reporting:

JANET(UK) will make available on a quarterly basis a summary of the advisory notices issued.

J8.3 Intelligence Analysis

JANET(UK) provides an up-to-date knowledge base for computer security related incidents and technical solutions to technical enquiries.

Specification:

JANET(UK) regularly monitors public and private sources of information related to computer and network security. JANET(UK) may then use such information to initiate incident handling actions with individual organisations or others or to issue advice to some or all organisations.

J8.4 Awareness

JANET(UK) provides workshops and presentations at events related to computer security.

Specification:

JANET(UK):

- organises conferences on computer and network security as part of the programme of technical updating for organisations; and
- develops and delivers presentations on computer and network security at other events as required.

Reporting:

JANET(UK) will make available on a quarterly basis a summary of the events and conferences organised by JANET CSIRT.

Annex A: JISC Specific Items

J.A1. The Funding of Conferences, Workshops and Training

Normally, workshops and conferences will be organised on a cost-recovery basis. In some cases, where it has been agreed between JISC and JANET(UK), workshops and conferences will be subsidised in order to meet community requirements.

Briefing days may be funded by JANET(UK).

JANET(UK) may also undertake other events on the basis of full cost recovery.

Normally, training courses will be organised on a cost-recovery basis.

JANET(UK) may undertake training courses for individual Eligible Organisations on a full cost recovery basis.

J.A2. Service Levels

Where a Service has not yet been in operation for twelve months, or where the definition of the service level has been changed within the previous twelve months, the Service cannot be said to have not met the SLA. However, analysis of trends may lead to review and negotiation before twelve months have passed in cases where it becomes clear that the service would not be able to meet the service levels.

All reports will be delivered in machine readable form in a format defined in the Performance Reporting Format (the document that defines the format to be used for performance reports to the Monitoring Unit; held by the Monitoring Unit and as agreed between JANET(UK) and the Monitoring Unit).

J.A3. Multiple Circuits

Funded and Additional Organisations may be connected by one or more circuits for bandwidth or resilience purposes. All multiple circuits provided for bandwidth purposes will be included in the calculations of availability and traffic for the Funded and Additional Organisation. Where multiple circuits are provided for resilience, only those circuits agreed with JISC will be included in the calculations of availability and traffic.

JANET(UK) may submit for JISC's approval the details of new circuits to be provided for resilience purposes. Once JISC's approval has been given, these circuits will be included in future calculations.

J.A4. Additional Organisations

The following Additional Organisations will be included for reporting purposes as specified in section J.A6 below, if they are connected to JANET. The addition of sites to this list is subject to the change control procedures, but does not have implications for the operational budget.

British Library (St Pancras)

British Library (Boston Spa)

DEL – Department of Employment and Learning (Northern Ireland)

Department for Children, Education, Lifelong Learning and Skills

HEFCE – Higher Education Funding Council for England

HEFCW – Higher Education Funding Council for Wales

HESA

LSC – Learning and Skills Council

SFC – Scottish Funding Council

UCAS

The following Additional Organisations are national services that have been identified for separate traffic reports. JANET(UK) will undertake reasonable endeavours to provide separate traffic reports where technically feasible.

Edina (at University of Edinburgh)

Mimas (at University of Manchester)

J.A5. Security Issues

JANET(UK) will regularly review the JANET security policy and will from time to time seek the agreement of JISC to implement changes.

JANET(UK) represents JANET within security related forums by:

- arranging for staff with the appropriate experience and knowledge in computer and network security to attend the meetings of, and to take part in the deliberations of, formal and informal forums where such matters are discussed, and to influence decisions in such a way that the interests of JANET and its organisations are protected and promoted;
- participating in national and international collaborations among computer security and incident response teams for the exchange of information and to improve its response to international incidents; and
- identifying and promoting the use of internationally agreed standards in the field of incident response, and take part in the development and deployment of those standards.

J.A6. Reporting Requirements

JANET(UK) will report to the Monitoring Unit the items detailed in this section. The Monitoring Unit makes certain data available on its web site at: <http://www.mu.jisc.ac.uk>

| SLD reference | Frequency | Reporting requirements |
|--------------------|---------------------------------------|---|
| J3.1 IP Service | Monthly via a report to the MU. | <ul style="list-style-type: none"> • start and finish, date and time of each incident when the Funded Organisation or Additional Organisation was not accessible for each circuit; • start and finish, date and time of each incident of network unavailability for the Funded Organisation or Additional Organisation for each circuit; • start and finish, date and time of each period of inaccessibility for the Funded Organisation discounted as a result of problems of access to that Funded Organisation for each circuit; • explanatory notes on the cause of any period of unavailability for the Funded Organisation deemed to have lasted more than 10 hours for each circuit; • explanatory notes for any incident of unavailability that affects 10 or more Funded Organisations connected to the same Regional Network (where 10 or fewer sites are connected to a Regional Network, JANET(UK) will provide explanatory notes for any incident of unavailability which affects 75% or more of these organisations); • total traffic, separately in each direction, for each Funded Organisation and Additional Organisation; • list of incidents on the core network that stop IP packets from being transmitted and received between Funded Organisations or the external networks to which JANET is connected including an explanation of the incident and the start and finish, date and time; • total traffic, separately in each direction, for each connection to an external network; • list of incidents that stop IP packets from being transmitted over external network connections including an explanation of the incident and the start and finish, date and time. |
| | Continuous via the web. | <ul style="list-style-type: none"> • JANET(UK) will maintain a web page that lists the connections maintained to Peer Networks. |

| SLD reference | Frequency | Reporting requirements |
|--|---|---|
| J3.2 Fault Reporting | Monthly via a report to the MU. | <ul style="list-style-type: none"> • number of fault reports; • achieved response time for the reports; • description of any exceptional events; • breakdown by type of fault reported, into: <ul style="list-style-type: none"> ○ JANET access - access line fault reports; ○ external access - access to hosts and service beyond JANET; ○ JANET Service - problem with JANET Service use/access; • by exception, events not meeting service level (d). |
| J3.3 Management of Maintenance Activities | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • the start and finish, date and time of each period of Service-affecting maintenance taken for each Funded Organisation indicating which is Scheduled Maintenance and which is Emergency Maintenance; • the start and finish, date and time of each period of Service-affecting Scheduled Maintenance taken for each of the following services; <ul style="list-style-type: none"> • Global Internet transit; • European research network; • American research networks; • UK public peering at the LINX; and • UK public peering at MaNAP. • the reason for each period of Service-affecting Emergency Maintenance that takes place during Working Hours. |
| J3.4 Network Status Information | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • list of outages of the Service, including start and finish, date and time and explanatory notes. |
| J3.5 Time Reference Service | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • start and finish, date and time and explanatory notes of any event causing the Service to be unavailable or to supply incorrect or incomplete information. |

| SLD reference | Frequency | Reporting requirements |
|-------------------------------------|-----------------------------------|--|
| J4.1 Videoconferencing Service | Monthly via a report to the MU. | <ul style="list-style-type: none"> • the start and finish, date and time and explanatory notes of outages that impacted videoconferencing for each of the Services covered by service levels (a), (b), (c), (d) and (e); • the start and finish, date and time and explanatory notes of outages for the booking system; • by exception, the number of requests where service level (f) was not met; • total number of enquiries • by exception, the number of enquiries where service level (g) was not met; • a summary of the total number of videoconferences, by number of participating end points, for each month; • description of any exceptional events. |
| J4.2 Access Grid Support Service | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • the start and finish, date and time and explanatory notes of outages that impacted Access Grid sessions for each of the Services covered by service level (a); • total number of enquiries; • by exception, the number of enquiries where service level (b) was not met. |
| J4.3.1 News Feed Service | Monthly via a report to the MU. | <ul style="list-style-type: none"> • the volume of data and number of articles received and delivered to each external organisation and each subscribing Funded Organisation; • start and finish, date and time and explanatory notes of any event causing the Service to be unavailable; • subscribing Funded Organisations that experienced a loss of service (organisation name, start and finish, date and time of each event). |
| J4.3.2 News Reader Service | Monthly via a report to the MU. | <ul style="list-style-type: none"> • start and finish, date and time and explanatory notes of any event causing the Service to be unavailable; • the volume of data delivered to each subscribing Funded Organisation; • subscribing Funded Organisations that experienced a loss of service (organisation name, date, time and duration of each event); • average response times calculated per server for a plain text article. |

| SLD reference | Frequency | Reporting requirements |
|---|---|---|
| J4.4.1 Mailer Shield | Monthly via a report to the MU. | <ul style="list-style-type: none"> • the volume of data and number of messages received from and delivered to each subscribing Funded Organisation; • start and finish, date and time and explanatory notes of any event causing the Service to be unavailable; • by exception, any service failure or Emergency Maintenance events that cause delays in the first attempt of message transfer to exceed 10 minutes, together with the reason for the delay. |
| J4.4.2 E-mail Advice and Testing Service | Monthly via a report to the MU. | <ul style="list-style-type: none"> • start and finish, date and time and explanatory notes of any event causing the Service to be unavailable. |
| | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • number of tests requested by Funded Organisations; • number of tests scheduled by JANET(UK); • number of new open relays detected by tests scheduled by JANET(UK); • number of new open relays detected by tests requested by Funded Organisations. |
| J4.4.3 E-mail Abuse Protection Service | Monthly via a report to the MU. | <ul style="list-style-type: none"> • for each day of the month, the daily usage of the Service, showing: <ul style="list-style-type: none"> ○ number of individual hosts that made queries (accepted); ○ number of queries received (accepted); • start and finish, date and time and explanatory notes of any event causing the Service to be unavailable; • by exception, problems observed with receiving the updates to the data from the chosen source(s). |

| SLD reference | Frequency | Reporting requirements |
|---|---------------------------------|---|
| J4.4.4 Electronic Mailing List Service | Monthly via a report to the MU. | <ul style="list-style-type: none"> • start and finish, date and time of each incident of Service unavailability; • number of messages accepted for distribution and the number sent out; • number of accepted messages not handled within the turnaround time; • number of lists, number of lists with archives, number of files associated with lists; • number of lists created and number of lists deleted; • number of contaminated messages intercepted; • number of viruses that reached the electronic mailing list service; • number of enquiries received; • number of enquires where service level (d) was not met; • number of new list requests, the number rejected and the number not created within three Support Working Days; • number of surveys activated; • number of virtual discussions conducted; • number of potential spam messages detected. |
| J4.4.5 Web Mail | Monthly via a report to the MU. | <ul style="list-style-type: none"> • the volume of data and number of messages received from and delivered to each subscribing Funded Organisation; • incidents resulting in a loss of service including the start and finish date and time. |
| J4.5 JANET Web Site | Monthly via a report to the MU. | <ul style="list-style-type: none"> • start and finish, date and time of each incident of Service unavailability. |
| J4.6.1 Second Level Domain Service | Monthly via a report to the MU. | <ul style="list-style-type: none"> • the number of replicated subsystems involved in providing the Service and the location of each subsystem; • the basic availability of each subsystem run by JANET(UK); • the start and finish, date and time and explanatory notes of any exceptional event causing the service provision for .ac.uk to be unavailable or to supply incorrect or incomplete information; • details of failures of the 'whois' database to reflect its expected content for .ac.uk. |

| SLD reference | Frequency | Reporting requirements |
|--|---|--|
| J4.6.2 Primary Nameserver Service | Monthly via a report to the MU. | <ul style="list-style-type: none"> • start and finish, date and time and explanatory notes for each break of service. |
| J4.6.3 Secondary Nameserver Service | Monthly via a report to the MU. | <ul style="list-style-type: none"> • start and finish, date and time and explanatory notes for each break of service. |
| J4.6.4 Off-site Resolver Service | Monthly via a report to the MU. | <ul style="list-style-type: none"> • start and finish, date and time and explanatory notes for each break of service. |
| J4.7 Managed Router Service | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • list of requests received for the Managed Router Service including: <ul style="list-style-type: none"> ○ the name of the Funded Organisation making the request; and ○ the number of Working Days taken to provide the Service. • the number of requests received for changes to configuration with reporting to show a zero value if applicable, and: <ul style="list-style-type: none"> ○ the names of the Funded Organisations making the requests; and ○ the number of Working Days taken to implement each change. • start and finish, date and time and explanatory notes for each break of service. |
| J4.8.1 Web Hosting | Monthly via a report to the MU. | <ul style="list-style-type: none"> • the volume of traffic from and to the hosted web site of each hosted Funded Organisation; • the number of file requests to the hosted web site of each hosted Funded Organisation; • the number of incidents resulting in a loss of service to any hosted Funded Organisation including the start and finish date and time. |
| J4.8.2 Web Filtering | Monthly via a report to the MU. | <ul style="list-style-type: none"> • the volume of web traffic from and to each subscribing Funded Organisation; • incidents resulting in a loss of service to any subscribing Funded Organisation including the start and finish date and time; • the number of requests being blocked. |

| SLD reference | Frequency | Reporting requirements |
|---------------------------------------|---|---|
| J4.9 Roaming | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • nature, start and finish, date and time of any exceptional event causing the whole national RADIUS proxy server service to be unavailable; • total number of Eligible Organisations registered to use the Roaming Service; • validated Roaming Service joining requests, showing the number of Support Working Days taken to enable the Service once all necessary information was received; • number of authentication requests; • number of authentication requests accepted; • number of authentication requests rejected; • number of technical support enquiries received during the reporting period; • number of enquiries resolved; • number of enquiries where service level c) was not met. |
| J5 Technology Advisory Services | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • for each advisory service, the number of enquiries received during the reporting period; • for each advisory service, by exception, the number of enquiries where service level a) was not met. |
| | Quarterly via the operational plan report. | <ul style="list-style-type: none"> • completion date and date of publication (either the date of placement on the relevant web pages or the date of release for other material) of any reports, case study or fact sheets produced; • list of product or solution evaluations with date of testing; • any further product evaluations or documents planned or in preparation for publication. |
| J6 Training Services | Quarterly via the operational plan report. | <ul style="list-style-type: none"> • training courses during the period; • attendance of each training course broken down by client organisation sector; • training course trials run during the period; • training courses cancelled during the period. <p>Summaries of delegate feedback on training courses shall be provided to the Monitoring Unit when requested.</p> |

| SLD reference | Frequency | Reporting requirements |
|--|-----------------------------------|---|
| J7.1 JANET Service Desk | Monthly via a report to the MU. | <ul style="list-style-type: none"> the number of enquiries made by Funded Organisations broken down by category type; the average, minimum and maximum time for initial response to and final resolution of queries by category type; the number of queries outstanding >5 Working Days, >20 Working Days, >40 Working Days; details of invocation of the escalation procedure; by exception, details of enquiries outstanding after 60 Working Days. |
| J7.2 Connection Services Administration | Quarterly via a report to the MU. | <p>JANET(UK) will provide the following information for each request received:</p> <ul style="list-style-type: none"> name of Funded Organisation; the Funded Organisation's funding body; date and type of the connection service request; date that all necessary information was received by JANET(UK) (in the case of pre-approved upgrades, the date of authorisation); date the connection service was ready for the Funded Organisation's acceptance; connection bandwidth; the nature, date and duration of any event causing a service level not to be met. |
| J7.3 Licence Administration | Quarterly via a report to the MU. | <ul style="list-style-type: none"> the number and type of licences issued or rejected in each month; explanation of each instance where service level (a) was not met. |
| J7.4.1 Domain Name Registration Service | Quarterly via a report to the MU. | <p>JANET(UK) will report a list of requests for the ac.uk domain showing:</p> <ul style="list-style-type: none"> a unique reference string for each request; the type of request (name registration or modification); the domain name stated in the request; for new registrations, the number of Working Days to make a decision on the acceptability of the name; whether the request was accepted or rejected; for approved registrations, modifications and removals, the number of Working Days from the receipt of all necessary information and payment (when applicable) to implement this in the DNS; an explanation of service levels that were not met. |

| SLD reference | Frequency | Reporting requirements |
|---|---|--|
| J7.4.2 Primary Nameserver Administration | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • the total number of Funded Organisations registered to use the Service; • list of primary nameserver service requests, showing for each: <ul style="list-style-type: none"> ○ the number of Working Days taken to set up the service once all necessary information was received; ○ the domain name requested to be set up; ○ the name of the Funded Organisation making the request • list of modification requests, showing for each: <ul style="list-style-type: none"> ○ the number of Working Days taken to implement the modification once all necessary information was received; ○ the domain name requested to be modified; ○ the name of the Funded Organisation making the request. |
| J7.4.3 Secondary Nameserver Administration | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • the total number of Funded Organisations registered to use the Service; • list of secondary nameserver requests, showing the number of Working Days taken to allocate the server once all necessary information was received. |
| J7.4.4 Off-site Resolver Administration | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • total number of Funded Organisations registered to use the Service; • list of off-site Resolver service requests, showing the number of Working Days taken to set up the server once all necessary information was received. |
| J7.5 IP Address Assignment | Quarterly via a report to the MU. | <p>JANET(UK) will report for each request received and processed:</p> <ul style="list-style-type: none"> • name of Eligible Organisation; • the number of Working Days taken to process the request from the receipt of all necessary information; • the IP version of the address range requested (IPv4/IPv6); • whether the request was accepted or rejected; • an explanation of service levels that were not met. |
| J7.6 urn:mace:ac.uk Namespace Administration | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • A list of namespace requests showing: <ul style="list-style-type: none"> ○ the number of Working Days taken to accept or reject requests after the receipt of all necessary information; ○ whether the request was accepted or rejected. |

| SLD reference | Frequency | Reporting requirements |
|---|---|--|
| J7.7 Lightpath Service | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • list of Lightpath service requests that have been either delivered or rejected during the period, showing for each: <ul style="list-style-type: none"> ○ the name of the Funded Organisation making the request; ○ whether the request was delivered or rejected; ○ those requests that took more than 10 Working Days to authorise or reject and providing the number of Working Days that it took and the reason; ○ those requests that took more than 45 Working Days to deliver and providing the number of Working Days that it took and the reason. |
| | Continuous via the web | <ul style="list-style-type: none"> • JANET(UK) will maintain a web page that lists the Lightpath services that are in use. |
| J8.1 Security Incident Response and Co- ordination | Monthly via a report to the MU. | <ul style="list-style-type: none"> • a list of the classes to which security incidents are assigned, with their meanings; • number and class of new incidents; • total number of requests; • number of requests for which a response was not sent within the time specified in the service level; • for each response not meeting the service level, a brief description of the reason and circumstances. <p>Notes:</p> <ol style="list-style-type: none"> 1. Events affecting a number of Eligible Organisations may be counted either as a single security incident or as a number of separate ones as is more suitable to operational needs; 2. Each report may have associated with it several e-mail messages in both directions between CSIRT and the Eligible Organisation or other party. |
| | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • an assessment of the nature and significance of recent incidents; • descriptions of any major incidents during the quarter and the actions taken to resolve them. |
| J8.2 Advice | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • the number and title of advisory notices issued to all approved contacts. |
| J8.4 Awareness | Quarterly via a report to the MU. | <ul style="list-style-type: none"> • a list of events and conferences organised by JANET CSIRT. |

| SLD reference | Frequency | Reporting requirements |
|-------------------------|---|--|
| J.A5 Security Issues | Quarterly via a report to the MU. | <ul style="list-style-type: none">• a list of meetings attended, presentations given and reports written;• a list of any actions or other work items arising out of these meetings. |

ACCEPTED on behalf of
JANET(UK) by:

Position: _____

Date _____

ACCEPTED on behalf of JISC by:

Position: _____

Date: _____