

| SLD reference                       | Frequency                         | Reporting requirements  |
|-------------------------------------|-----------------------------------|---|
| J4.1<br>Videoconferencing Service   | Monthly via a report to the MU.   | <ul style="list-style-type: none"> <li>• 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);</li> <li>• the start and finish, date and time and explanatory notes of outages for the booking system;</li> <li>• by exception, the number of requests where service level (f) was not met;</li> <li>• total number of enquiries;</li> <li>• by exception, the number of enquiries where service level (g) was not met;</li> <li>• a summary of the total number of videoconferences, by number of participating end points, for each month;</li> <li>• description of any exceptional events.</li> </ul> |
| J4.2<br>Access Grid Support Service | Quarterly via a report to the MU. | <ul style="list-style-type: none"> <li>• 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);</li> <li>• total number of enquiries;</li> <li>• by exception, the number of enquiries where service level (b) was not met.</li> </ul>  |
| J4.7<br>Managed Router Service      | Quarterly via a report to the MU. | <ul style="list-style-type: none"> <li>• list of requests received for the Managed Router Service including: <ul style="list-style-type: none"> <li>○ the name of the Funded Organisation making the request; and</li> <li>○ the number of Working Days taken to provide the Service.</li> </ul> </li> <li>• 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"> <li>○ the names of the Funded Organisations making the requests; and</li> <li>○ the number of Working Days taken to implement each change.</li> </ul> </li> <li>• start and finish, date and time and explanatory notes for each break of service.</li> </ul>     |

| SLD reference                                     | Frequency                               | Reporting requirements   |
|---|---|--|
| J7.4.2<br>Primary<br>Nameserver<br>Administration | Quarterly<br>via a report<br>to the MU. | <ul style="list-style-type: none"> <li>• the total number of Funded Organisations registered to use the Service;</li> <li>• list of primary nameserver service requests, showing for each: <ul style="list-style-type: none"> <li>○ the number of Working Days taken to set up the service once all necessary information was received;</li> <li>○ the domain name requested to be set up;</li> <li>○ the name of the Funded Organisation making the request</li> </ul> </li> <li>• list of modification requests, showing for each: <ul style="list-style-type: none"> <li>○ the number of Working Days taken to implement the modification once all necessary information was received;</li> <li>○ the domain name requested to be modified;</li> <li>○ the name of the Funded Organisation making the request.</li> </ul> </li> </ul> |
| J7.4.4<br>Off-site Resolver<br>Administration     | Quarterly<br>via a report<br>to the MU. | <ul style="list-style-type: none"> <li>• total number of Funded Organisations registered to use the Service;</li> <li>• 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.</li> </ul>  |

## 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).

### Reporting:

|                           |   |   |
|---------------------------|---|---|
| J7.7<br>Lightpath Service | Quarterly<br>via a report<br>to the MU. | <ul style="list-style-type: none"><li>• list of Lightpath service requests that have been either delivered or rejected during the period, showing for each:<ul style="list-style-type: none"><li>○ the name of the Funded Organisation making the request;</li><li>○ whether the request was delivered or rejected;</li><li>○ 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;</li><li>○ those requests that took more than 45 Working Days to deliver and providing the number of Working Days that it took and the reason.</li></ul></li></ul> |
|                           | Continuous<br>via the web               | <ul style="list-style-type: none"><li>• JANET(UK) will maintain a web page that lists the Lightpath services that are in use.</li></ul>   |