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JISC Monitoring Unit Annual Survey of Network Infrastructure Services (2003)

This questionnaire is aimed at senior members of staff who have oversight in the provision of computing and networking facilities for their institutions as a whole.

The JISC Monitoring Unit undertakes annual surveys of the JISC-funded network infrastructure services (the JANET network and other ancillary services provided by UKERNA, and JISCmail). In order to restrict the annual survey burden we survey approximately a third of institutions each year as part of a rolling survey programme. Your institution has been randomly selected for participation this year.

Please return only **one** copy of the completed questionnaire per institution.

We are aware that many institutions' senior staff will need to delegate completion of this survey but would appreciate your help in collating such responses into a single completed questionnaire.

Completed forms may be submitted in paper or electronic format to the contact points given above. An online format of this questionnaire is also available and a link is provided on our web site.

Background Information

Please supply the following background information. All questionnaire responses will be treated in confidence and we will only use your contact details for the purposes of follow-up questions to this survey.

Your institution's sector	FE <input type="checkbox"/>	HE <input type="checkbox"/>	Research Council site <input type="checkbox"/>
Name of institution			
Your job title			
The following are optional. Please tick if you are happy for us to contact you with follow-up questions <input type="checkbox"/>			
Your name			
Your email address:			
Your telephone number:			

Questionnaire layout

The remainder of this questionnaire is divided into the following sections:

- UKERNA
 - Overall performance and satisfaction
 - Network connection information
 - Network availability
 - Faults and fault handling
 - Bandwidth management
 - Network security and JANET-CERT
 - Ancillary services provided by UKERNA
 - Video and Multicast
 - UKERNA Customer Support Services
 - Workshops and training
 - Strategic directions
- JISCmail
- Further comments & questions about this questionnaire

The JANET network and ancillary services provided by UKERNA

Unless otherwise stated please answer based on experience at your current institution during the last academic year (August 2002 – July 2003). The UKERNA Service Level Agreements can be found at <http://www.mu.jisc.ac.uk/slas.html>

Section 1: Overall performance and satisfaction

1.1 How satisfied is your institution with the current overall service of:

	Not applicable	Excellent	Good	Satisfactory	Mediocre	Poor
a) the JANET network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) the ancillary network services provided by UKERNA (e.g. DNS, USENET, videoconferencing support)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) liaison with UKERNA staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.2 Do you regard JANET as a leading-edge network?

Yes No Don't know

1.3 Is there any way in which you feel it could be improved?

Section 2: Network connection information

2.1 Please indicate your level of satisfaction with the following:

	Not applicable	Excellent	Good	Satisfactory	Mediocre	Poor
a) the connection between your site(s) and the regional network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) the connection between the regional network and the JANET backbone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) liaison with regional network staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.2 Via which regional network is your institution connected to JANET?

2.3 Has your institution acquired any additional bandwidth or network connectivity, beyond that funded by the JISC?

Yes No Don't know

If **no** or **don't know** please go to Section 3.

2.4 In what way was your additional bandwidth or connectivity provided?

(tick all that apply)

- Additional bandwidth, from UKERNA
- Additional connection to JANET, provided by UKERNA
- Additional connection, from regional network operator
- Additional connection, from a commercial ISP

(please provide details:)

Section 3: Network Availability

UKERNA report the “up-time” of your institution’s connection to JANET in terms of network *availability* and *accessibility*.

3.1 Do you understand the difference between network *availability* and network *accessibility* on the JANET network?

Yes No

UKERNA’s Service Level Agreement (SLA) states that client institutions should receive availability of 99% annually.

3.2 Bearing in mind the above, how would you rate the overall “up-time” on your institution’s connection to the rest of JANET?

Excellent Good Satisfactory Mediocre Poor

If you are not wholly satisfied with the level of availability, please indicate why:

3.3 Please rate your degree of satisfaction of network latency experienced when connecting to sites through JANET:

Excellent Good Satisfactory Mediocre Poor

3.4 What do you think should be the annual level of availability to client institutions?

(NB: Higher availability = higher cost) *(please tick one per line)*

	95%	98%	99%	99.5%	99.99%
Your institution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Institutions in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

It is necessary for UKERNA to have pre-arranged “down-time” for network development and preventative maintenance. Where possible such maintenance is scheduled to fall in the “at risk” period between 07:00 – 09:00 on Tuesdays.

3.5 Is this timing convenient for your institution?

Yes No Don't know

Section 4: Faults and Fault handling

Considering the period 1 August 2002 – 31 July 2003:

4.1 Was your institution affected by unscheduled network down-time?

Yes No Don't know

If **no**, or **don't know** please jump to question 4.8.

4.2 How many hours of network failures would you estimate your institution experienced?

hours

4.3 Has your institution initiated any network fault reports since 1 August 2002?

Yes No Don't know

If **no**, or **don't know** please jump to question 4.8.

4.4 What is the date of the most recent network fault incident you have experienced?

(dd/mm/yyyy)

Considering that incident in more detail:

4.5 Which external contact point was used as the point of first contact to report the fault? (please tick one)

- Regional Support Centre (RSC)
- Regional network helpdesk
- JANET (UKERNA) helpdesk / JANET NOSC
- Other

(please provide details:)

4.6 Please rate your level of satisfaction with the following aspects of response to your initial response:

	Not applicable	Excellent	Good	Satisfactory	Mediocre	Poor
a) speed of response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) appropriate technical level of response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) completeness of information given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.7 Fault resolution may not be under the direct control of UKERNA. Please rate your satisfaction of the following:

	Not applicable	Excellent	Good	Satisfactory	Mediocre	Poor
a) overall time for return to service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) timeliness of “return to service” indication <i>(the SLA states these should be received within one hour of return to service)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) quality of “return to service” indicator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.8 Are you aware of the list of major outages given on the UKERNA web site?

Yes No

If **yes**, does it give your institution the information you need?

Yes No Don't know

If **no**, in what way is it inadequate?

Section 5: Bandwidth management

5.1 Does your institution use Netsight?

Yes No Don't know

If **yes**, which of the following features are used (*tick all that apply*)

	Current data	Historical data
Reliability figures	<input type="checkbox"/>	<input type="checkbox"/>
Latency measurement	<input type="checkbox"/>	<input type="checkbox"/>
Traffic measurement	<input type="checkbox"/>	<input type="checkbox"/>

5.2 Do you have any suggestions for changes or improvements to Netsight:

5.3 Has traffic transmitted or received over your connection to JANET approached or reached saturation levels? (*please tick one*)

Yes No Don't know

If **yes**, please give the reason if known:

If **no**, do you anticipate your *current* connection reaching saturation levels within the next three years?

Yes (in [] months) No Don't know

5.4 Is there a large or significant content provider external to JANET (e.g. BBC, Google, Sun) that your institution makes use of that you believe requires a dedicated connection to JANET?

Yes No Don't know

If **yes**, please specify

5.5 Does your institution host any networked service that has significant use outside your own institution/network?

Yes No Don't know

If **yes**, please specify

If **no**, please go to question 5.7.

5.6 What proportion of your institution's traffic does the network service mentioned in question 5.5 account for?

Don't know < 20% 21 – 50% 51 – 80% > 80%

5.7 Do you use any of the following bandwidth saving mechanisms? (please tick all that apply)

	Yes	No	Don't know
On-site web cache	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-site software mirrors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-site operating system patch distribution servers (e.g. SUS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A regional web cache	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other mechanisms (please identify)	<input type="checkbox"/>		

5.8 Are you aware of the Bandwidth Management Advisory Service (BMAS)?

Yes No

5.9 Has your institution sought information or advice from the Bandwidth Management Advisory Service?

Yes No

Section 6: Network security and JANET-CERT

6.1 Does your institution have any of the following?

	Currently have	Intend to have soon	Need more support or information
Network security policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acceptable Use Policy (in addition to the JANET AUP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6.2 For each of the following services provided by JANET-CERT please indicate your level of satisfaction with the level of service received. Please also indicate how important you feel it is that JANET-CERT provides these services.

	No experience	Satisfaction					Importance			
		Excellent	Good	Satisfactory	Mediocre	Poor	Vital	Very important	Important	Not important
a) warnings of security incidents (e.g. viruses, vulnerabilities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) response to request for assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) training / awareness raising on security issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) information on website about security threats and countermeasures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6.3 Which of the following are used by your institution? (please tick all that apply)
 (Please do not include instances of SSL/TLS being used for your web or email servers)

	Currently use	Have an urgent need to use	Have a less than urgent need to use	Need more information or support	No requirement
a) Digital signatures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Encryption (<i>i.e. encoding messages</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Encryption of connections to web or email servers (<i>i.e. SSL</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Strong authentication (<i>i.e. cryptographic verification of sender's identity</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6.4 Are you confident of the security of the JANET network (for both academic and administrative matters)?

Yes No Don't know

If **no** or **don't know** please give your reasons and suggestions of changes that might be made to improve your confidence:

6.5 Does your institution believe that UKERNA should filter network traffic? (*i.e. data at the IP layer*)

Yes No Don't know

6.6 Are you aware of the JANET Mailer Shield (also known as MAPS)?

Yes No

6.7 Does your institution use the JANET Mailer Shield?

Yes No Don't know

If **no**, please say why and specify any other similar service you use for the same purpose:

6.8 Do you use any content filtering software on your local systems? (e.g. NetNanny, CyberPatrol, either on desktop systems or intermediary servers)

Yes No Don't know

If **yes**, please specify:

6.9 Does your institution use the JANET Managed Router Service?

Yes No Don't know

If **yes**, please rate your degree of satisfaction with the service:

Excellent	Good	Satisfactory	Mediocre	Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If **no**, do you use another service/organisation to manage your connection to JANET?

Yes No Don't know

If **yes**, please specify details of the service/organisation you use and why:

Section 7: Ancillary services provided by UKERNA

The JANET Network Time Service delivers a stable time reference to organisations using the Network Time Protocol (NTP)

7.1 Were you previously aware of the JANET Network Time Service?

Yes No

7.2 Does your institution currently use the JANET Network Time Service?

Yes No Don't know

If **no**, please indicate why

If **yes**, does it meet the needs of your institution?

Yes No Don't know

For questions 7.3 – 7.5 please provide responses for the last academic year (August 2002 – July 2003).

7.3 Has your institution used the Domain Registration Service to register a new domain, or to update existing domain records in the .ac.uk domain?

Yes No Don't know

If **yes**, please rate your level of satisfaction with this service

Excellent	Good	Satisfactory	Mediocre	Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7.4 Has your institution made use of the Secondary Nameserver Service at any point in the past year to host your off-site secondary DNS?

Yes No Don't know

If **yes**, please rate your level of satisfaction with this service

Excellent	Good	Satisfactory	Mediocre	Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7.5 Has your institution made use of the Primary Nameserver Service at any point in the past year to host your institution's primary DNS records?

Yes No Don't know

If **yes**, please rate your level of satisfaction with this service

Excellent Good Satisfactory Mediocre Poor

7.6 Does your institution currently use of the USENET news service provided by UKERNA? (e.g. News Feeder Service or News Reader Service)

Yes No Don't know

If **no**, please indicate why not, specifying any alternative services you may use and then skip to Section 8.

If **yes**, please rate your level of satisfaction with the service received, and indicate how important you think it is for UKERNA to provide the service(s) you have used.

	No experience	Satisfaction					Importance			
		Excellent	Good	Satisfactory	Mediocre	Poor	Vital	Very important	Important	Not important
a) News Feeder Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) News Reader Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate your satisfaction of the following:

d) timeliness of delivery of articles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) low probability of availability of illegal material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) range of newsgroups available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 8: Video and Multicast

In responding to questions in this section, please consider instances in the last academic year (August 2002 – July 2003).

8.1 Has your institution used streaming media technology (i.e. where there is no “call set-up”), including multicast technologies, for learning and teaching activities (lectures etc.) outside of your local network?

Yes No Don't know

8.2 Has your institution used the JANET Videoconferencing Service? (*Offers a wide range of services enabling institutions to participate in videoconferences, includes the booking service for multi-party calls.*)

Yes No Don't know

If **yes**, please rate your level of satisfaction of the service

Excellent Good Satisfactory Mediocre Unsatisfactory

8.3 Has your institution used videoconferencing (where there is a “call set-up”) for administrative matters (e.g. meetings) outside of your local network?

Yes No Don't know

If **yes**, please indicate which types of videoconferencing have been used for administrative matters, with the *maximum* number of parties involved in any multi-party calls:

	ISDN	parties	JANET-IP	parties	Other	parties
Two-parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Multi-party	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8.4 Has your institution used videoconferencing (where there is a “call set-up”) for learning and teaching activities (e.g. lectures) outside of your local network?

Yes No Don't know

If **yes**, please indicate which types of videoconferencing have been used for learning and teaching matters, with the *maximum* number of parties involved in any multi-party calls:

	ISDN	parties	JANET-IP	parties	Other	parties
Two-parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Multi-party	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8.5 Has your institution used the Video Technology Advisory Service (VTAS)? *(This service provides impartial advice on all aspects of videoconferencing.)*

Yes No Don't know

If **yes**, please rate your level of satisfaction of the service

Excellent	Good	Satisfactory	Mediocre	Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8.6 Is your institution able to receive multicast from external sites?

Yes No Don't know

If **no**, please go to Section 9

If **yes**, does your institution make use of multicast?

Yes No Don't know

If **no**, please go to Section 9

If **yes**, please rate your level of satisfaction of the service including the rendezvous points (beacons)

Excellent	Good	Satisfactory	Mediocre	Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 9: UKERNA Customer Support Services

UKERNA has a range of services designed to support and assist staff with networking issues.

In answering question 9.1, please only consider the situation *after* the web site upgrade work was completed in May 2003. If you have no experience after that date please skip to question 9.3.

9.1 Please rate your institution's level of satisfaction with the following aspects of the UKERNA web site:

	Don't know	Excellent	Good	Satisfactory	Mediocre	Poor
a) availability of the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) ease of navigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) timeliness of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) accuracy of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) appropriate technical level of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9.2 Please provide any comments or suggestions you may have regarding possible improvements to the UKERNA web site

9.3 Please rate how satisfied your institution is with the way enquiries you have made have been handled by the JANET (UKERNA) helpdesk:

Not used	Excellent	Good	Satisfactory	Mediocre	Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

UKERNA publishes a variety of material to aid network support staff and end users in their use of JANET. Current documents or documentation series available are listed at <http://www.ja.net/documents/index.html>

9.4 Please give a satisfaction rating for your institution of the following types of documents and indicate how important you think it is that UKERNA should produce such documentation.

	No experience	Satisfaction					Importance			
		Excellent	Good	Satisfactory	Mediocre	Poor	Vital	Very important	Important	Not important
a) factsheets <i>(brief introduction to topics of current interest)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) guidance notes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) newsletters <i>(UKERNA News)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) policy documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) technical guides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Support manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9.5 UKERNA Customer Service also provides assistance in obtaining sponsored connection licences and upgrading connections. Please rate your institution's level of satisfaction with these services.

	Not used	Don't know	Excellent	Good	Satisfactory	Mediocre	Poor
a) license administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) connection administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9.6 On contact with the JANET (UKERNA) Customer Service Helpdesk, how would you rate the speed of resolution of your enquiries?

Not used	Excellent	Good	Satisfactory	Mediocre	Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 10: Workshops and Training

10.1 Is your institution satisfied with the current programme of conferences and workshops organised by UKERNA?

Yes No Don't know

If **no**, please indicate why not:

10.2 For each of the following events organised by UKERNA in the last year, please indicate your satisfaction rating, and how important you feel it is for UKERNA to provide such events.

	Not attended	Satisfaction					Importance			
		Excellent	Good	Satisfactory	Mediocre	Poor	Vital	Very important	Important	Not important
a) Workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Networking strategy conference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) JANET IPv6 conference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) JANET-CERT security conference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If your institution was not represented at any of the above events, please indicate why

10.3 If you have any suggestions of ways to improve the workshop/conference programme, please specify:

10.4 Is there any area of service provision from UKERNA for which you feel there is need for a workshop or other event?

Yes No Don't know

If **yes**, please provide details:

UKERNA offer a number of courses based on the themes of the operation, provision, management and use of networking. The current programme is available at <http://www.ja.net/training/courses.html>.

10.5 For each of the following training events, please indicate which you or a member of your staff have attended, your rating on level of satisfaction and how important you feel it is that UKERNA provide such training events

	Attended	Satisfaction					Importance			
		Excellent	Good	Satisfactory	Mediocre	Poor	Vital	Very important	Important	Not important
a) JANET essentials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Technical overview	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Router configuration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Videoconferencing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) New connections workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) TCP/IP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10.6 Are there any other areas for which you feel UKERNA should provide training?

Yes No Don't know

If **yes**, please provide details:

Section 11: Strategic Directions

11.1 Which two aspects of your institution's future plans, or national policy, will alter your institution's use of JANET the most in the next three years?

a)

b)

11.2 Which two applications areas (e.g. email, web, streaming) will alter your institution's use of JANET the most in the next three years?

a)

b)

11.3 What effects will these have on your networking requirements? (please tick as many as appropriate)

Increased bandwidth

IP Quality of Service (QoS)

Changes to the network architecture

Greater network availability

Need for improved security

Increased use

Other (please specify)

JISCmail

Section 12: JISCmail

Please answer the following questions based on feedback you have received in your official capacity at your institution. If you are a list user or owner, please consider how your responses would integrate with other experiences at your institution.

12.1 Discounting issues related to network connectivity between JISCmail and your institution, please indicate your level of satisfaction with the timeliness of delivery of messages distributed to your institution through JISCmail.

Don't know Excellent Good Satisfactory Mediocre Poor

12.2 How does delivery of messages from JISCmail compare to other email list distribution services you may be aware of?

Not applicable/
no comment Far better than
other systems Better than other
systems Similar to other
systems Worse than
other systems Far worse than
other systems

12.3 Please indicate the number of JISCmail lists used by your institution that are wholly internal to your organisation:

Number of lists

12.4 Does your institution make use of any other (commercial or free) email list distribution services for UK academic related email lists?

Yes No Don't know

If **yes**, please indicate why JISCmail is not used for the list(s)

12.5 Please rate your institution's level of satisfaction with the timeliness of messages being added to the web archive.

No comment Excellent Good Satisfactory Mediocre Poor

12.6 Please rate your institution's level of satisfaction with the annual housekeeping arrangements.

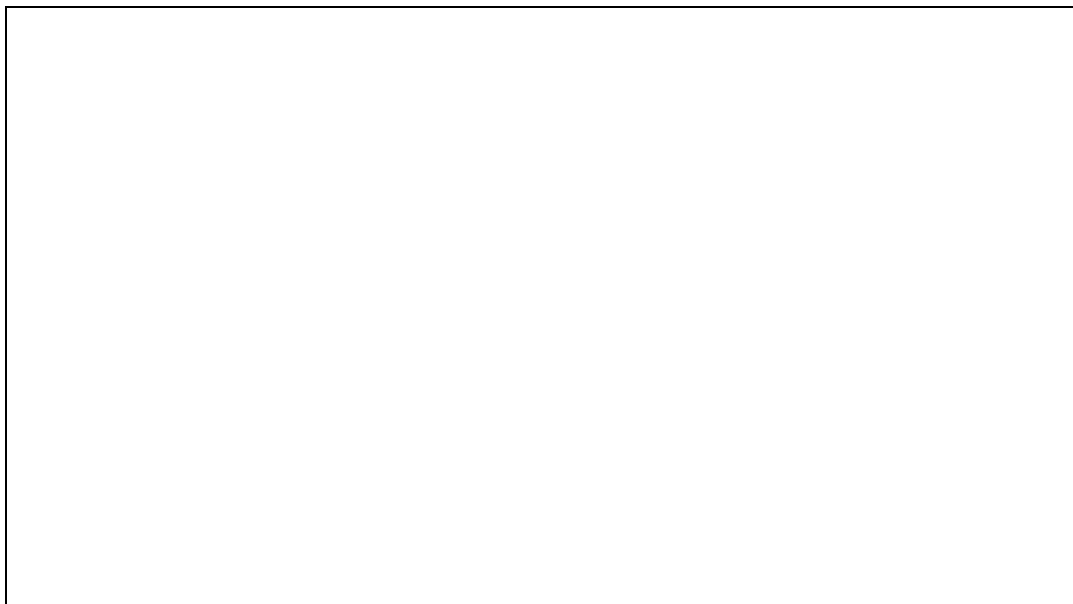
No comment	Excellent	Good	Satisfactory	Mediocre	Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12.7 Please rate your institution's level of satisfaction with each of the following aspects of JISCmail:

	No comment	Excellent	Good	Satisfactory	Mediocre	Poor
a) quality of information on web site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) appropriate technical level of information on web site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) speed of resolution of helpdesk enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) appropriate technical level of response to helpdesk enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) speed of response to a request to set up a new list	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) speed of setting up an approved list	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) quality of response when a new list request is not approved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) flexibility of configuration of lists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Further comments

Please provide any further comments (either positive or negative) your institution may have regarding the services provided by UKERNA and JISCmail. Please also provide suggestions for new services which you feel should be offered.



Thank you for your time and help

Comments about this survey

The Monitoring Unit would value your feedback on matters related to the execution of this survey in order that we can plan appropriately for future years. A final three questions are found on the reverse of this

C.1 How would you prefer to receive future questionnaires?

- Printed, by post (*please skip to question C.3*)
- Electronic format, by email
- Electronic format, to be downloaded from a website
- Online web-based survey (*please skip to question C.4*)

C.2 If you chose one of the “Electronic format” options, which format would you prefer?

- Microsoft Word
- RTF
- Adobe PDF With PDF Forms

C.3 How would you prefer to return your completed questionnaire?

- By post
- By fax
- By email
- By upload to a website
- Other (*please specify*)

C.4 If you have any further comments regarding the execution of this survey that would be helpful to us for future years, please provide details