

UK MAN Managers Group

Notes of Meeting held on 17 January 2008 at HEFCE, London

Present:

Dave Vinograd (Convenor)	
Jason Bain	NorMAN
Ed Carter	YHMAN
Geoff Cooper	LMN
Neil Francis	SWERN
Ian Griffiths	EMMAN
David Hayling	Kentish MAN
Chris Kelly	NIRAN
Paul Kentish	Kentish MAN
Andrew Kerl	LMN
John Linn (Minute Secretary)	AbMAN
Linda McCormick	ClydeNET
Andy Mason	SWERN
Tim Robinson	NetNorthWest
Mike Whitehead	FaTMAN

Present for item 5

Rolly Trice	JANET(UK)
John Littledale	JANET(UK)

Apologies were received from:

Mike Byrne (Deputy Convenor)	LeNSE
Joe Burns	NIRAN
Steve Percival	JANET(UK)
Chris Price	WNL
Ian Sugden	SWERN
Jem Taylor	UHI

1 Notes of previous meeting

The notes on the previous meeting held on 16 October 2007 were accepted as accurate. There were no matters arising.

2 JANET Partner Agreement

Official copies had now been sent out by Bob Day, JANET(UK), to all RNs. No RN indicated they were not going to sign and two had already done so. Tim Robinson had asked for electronic copies to be made available for NetNorth West.

There were a couple of minor issues that will be conveyed to JANET(UK) [**Action E. Carter**]

- a. some of the optional text still appeared;
- b. the term "assigned" was used when "novate" was intended.

Some RNs reported errors in the Nominated Connections Schedule and so all RN's should check them carefully. It was noted that there is still an issue about the published bandwidth for English HE stating 8Mbps. There is a JISC Policy Paper about this but it is not known if it had been published. Tim Robinson to follow this up with Hettesh [**Action Tim Robinson**]

There had been clarification that out-of-hours proactive monitoring can be satisfied by automated checks with, for example, SMS alerts.

At a previous meeting it was suggested that a final legal review be made available to all RNs. However, as the Legal team had been involved throughout, it was thought that this was not now necessary.

Mike Whitehead asked if there was any more information on the Helpdesk. Mike will follow this up [**Action M Whitehead**].

It was asked if there was a checklist of the significant changes from RPA2.5 to JPA and also for the respective schedules. Anyone preparing such a checklist was encouraged to share it.

There was some concern on the requirement for access to POP's when this depended on other institutes.

RN's also indicated that they may have first line cover for the extended hours, and some for 24hours, but second line cover, involving network engineers, was more difficult.

The meeting thanked Lynda McCormick for her report on the Chair of Mans meeting.

3 Report the SLA negotiation team

Jason, Ed and Paul formed this team.

It was noted that IPv6 unicast and multicast was part of the SLD from October 2008. Concern was expressed over this as Cisco 7600 and 6500's could not do all that was necessary. Jason will survey RN's on their routers and IOS versions and collate the current issues [**Action Jason Bain**]

It was noted that "service" was now being measured rather than "connections" however this did not always show the impact of JISC spend as secondary connections were sometimes funded by the institutes.

4 Report from JDAG

As the JDAG no longer existed this item will be dropped from the standing agenda. A list of names was submitted with possible RN representatives for the TDA but nothing had been heard on who had been chosen.

5 JANET(UK) issues

Rolly Trice and John Littledale were in attendance and Rolly reported:

The LSC had given the go-ahead to fund the capital to upgrade the FE (England) connections to 100Mb/s. Colleges will have to fund any increased recurrent themselves. Colleges and RNs have been contacted and, once the cost is known, the colleges will be asked to confirm their requirements. It is hoped that orders will be placed by the end of February. LSC has also asked JANET(UK) to investigate the 15 busiest Specialist Colleges. Tony Burgess, the learning Manager at the LSC, had passed away early in the New Year as a result of an allergic reaction.

The JANET(UK) Regional Delivery Group is experiencing staff changes: Shaena Porter will begin maternity leave at the end of March and Elaine Baker is moving jobs within JANET(UK).

JPA contract: RNO's need to begin planning to meet the JPA commitments including:

- Best practice guidelines in Ops Manual
- Extended hours of cover
- IPv6 unicast and multicast
- Information requirements during connection process
- Branding

JANET(UK) is to have an initial meeting of the JDT in June/July (see item 9). The TDA is proposed to meet on 21st or 23rd aligned with next UK MMG meeting.

6 SuperJANET5

Ian Griffiths, UCISA-NG, had been instructed to bring the concern of institutes about the state of the SJ5 links to JANET(UK). Most RN's were concerned with the number of incidents especially to the Leeds core router. It was pointed out that despite this only one RN had lost service completely although others had had near misses. It was decided that Ian Griffiths should collate a list of near misses and all RNs should send him the information [**Action ALL, Ian Griffiths**]

These issues were addressed by Rolly, JANET(UK) and it is hoped that the service aspect of SJ5 will be emphasised rather than individual link failures, which, because of the topology, are more visible. An RN could request moving their primary IP connectivity to another SJ5 Core router by filing a router policy change request. JANET(UK) have regular meeting with Verison and are monitoring the situation. It was noted that the Leeds connection problems were due to cable theft when the cable was mistaken for copper cable. This was now in the hands of the police.

There were also concerns raised as to who to approach in JANET(UK) about these types of issues and it was suggested that the current reactions and responses did not represent "partnership" as per JPA.

Another area of concern was the request for connections coming from companies in liaison with JANET(UK) Business Unit. This may be for the connection to halls of residences or third party facilities providers. It was considered that in both cases there was a lack of correct procedures being followed leading to conflicting advice.

7 Liaison with Chairs of MANs Group

Ian Griffiths is now the chairman of the Chair of MANs Group. No meeting is currently planned but Ian will entertain requests.

8 UCISA-NG

Ian Griffiths said that NG appreciated new members and would welcome volunteers. They were not organising workshops on their own as JANET(UK) were covering all the areas of current concern.

9 Dates of future meetings

- a. 22nd April HEFC London
Minute secretary: C&NLMAN
Lunch: Kentish MAN
- b. 1st July London (place to be confirmed)
The first JDT meeting will be on the 30th June, London
Minute secretary: Clydenet
Lunch: FaTMAN

10 Other business

RN reports are circulated by email.

Advice on Fire suppression equipment was requested: several RNs used it and several proprietary products are available which claim to work and comply with Health and Safety.

The group wished Jason all the best on his forthcoming marriage.