

**JANET Service Description**  
**Version 5**

**1 August 2011 to 31 July 2012**

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## **J1. Definitions (in alphabetical order)**

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: <a href="http://www.ja.net/services/publications/supportmanual/policies">http://www.ja.net/services/publications/supportmanual/policies</a>
Eligibility Policy	Conditions set by JISC under which organisations may be eligible for JANET services as published on the JANET web site at: <a href="http://www.ja.net/services/publications/supportmanual/policies">http://www.ja.net/services/publications/supportmanual/policies</a>
Eligible Organisations	Organisations that are eligible to receive JANET services as determined by the Eligibility 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.
Funded Organisations	Eligible Organisations nominated by JISC to receive funding for a Primary Connection and listed in the document <a href="http://www.jiscmu.ac.uk/jfjc/">http://www.jiscmu.ac.uk/jfjc/</a> and updated by the Monitoring Unit on behalf of JISC.
IP	Internet Protocol version 4 and version 6 (IPv4 and IPv6) unless otherwise stated.
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 On-Call Hours	All periods outside of Service-Desk Working Hours with the exception of 25th December.
JANET Terms and Conditions	The terms for the provision of the JANET services maintained by JANET(UK) and published on the JANET web site at: <a href="http://www.ja.net/services/publications/supportmanual/policies">http://www.ja.net/services/publications/supportmanual/policies</a>
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.

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 be considered inaccessible if:</p> <ul style="list-style-type: none"> <li>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</li> <li>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</li> <li>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.</li> </ul> <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> <ul style="list-style-type: none"> <li>a) all periods of inaccessibility that result from Scheduled Maintenance and Emergency Maintenance;</li> <li>b) all periods of inaccessibility that result from events local to the organisation, such as site power failures; and</li> <li>c) all periods of inaccessibility which are designated Suspended Periods.</li> </ul>
Primary Connection	<p>A form of connection to JANET provided by JANET(UK) to an organisation that meets the Eligibility Policy. A Primary Connection delivers the full range of Services.</p>
Regional Network	<p>The network infrastructure that provides JANET in a particular region.</p>
Regional Network Operator (RNO)	<p>An organisation that provides the Regional Network under contract to JANET(UK).</p>
RNO On-Call Hours	<p>17:00 to 23:59 on Working Days</p> <p>09:00 to 23:59 on Saturdays, Sundays, 27 – 31 December (inclusive) and on the following days:</p> <p style="padding-left: 40px;">Boxing Day, New Year's Day, Good Friday, first Monday in May, last Monday in May</p> <p style="padding-left: 40px;">(or the substitute days that are appointed in lieu by Royal Proclamation when Boxing Day or New Year's Day falls on a Saturday or Sunday).</p>

Scheduled Maintenance	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.
Scheduled Maintenance Period	The period from 07:00 to 09:00 on Tuesdays.
Scheduled Service Time	The Service Time in a specified period minus any periods of Scheduled Maintenance and Emergency Maintenance.
Service-Desk Working Days	Monday to Friday (except for 25th December when that day falls on a Monday to Friday).
Service-Desk Working Hours	The period 07:00 – 23:59 on Service-Desk Working Days with the following exceptions: <ul style="list-style-type: none"> <li>Christmas Eve (when this day falls on a Monday to Friday) 07:00 – 18:00</li> <li>Boxing Day and New Year’s Day (when these days fall on a Monday to Friday) 09:00 – 17:00</li> <li>Good Friday, First Monday in May, Last Monday in May, August Bank Holiday and the day after August Bank Holiday 08:00 – 17:00</li> </ul>
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:  <a href="http://www.ja.net/services/publications/supportmanual/policies">http://www.ja.net/services/publications/supportmanual/policies</a>
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: <ul style="list-style-type: none"> <li>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;</li> <li>b) Service Availability is the time that the Service was <i>available</i> (as defined above) divided by the Scheduled Service Time.</li> </ul>
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 during which continuously available services are expected to be available which is 365 (366) days a year and 24 hours a day.
Suspended Period	The period during which investigation of a fault or attempts to resolve a fault at a particular organisation by JANET(UK) or its agents is frustrated by the absence of needed assistance from that organisation or its agents even though JANET(UK) has continued to make reasonable efforts to obtain the assistance.  A Suspended Period is considered a lack of Network Accessibility, but not of Network Availability.

Working Day Monday to Friday excluding:  
Christmas Day Good Friday  
Boxing Day First Monday in May  
New Year's Day Last Monday in May

Additionally the substitute days that are appointed in lieu by Royal Proclamation when any of the above days fall on a Saturday or Sunday.

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) IP 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.

In addition, JANET(UK) will provide other facilities and services as might be expected to underpin a professional networking service, including:

- network status and usage information; and
- a high quality time reference service.

### **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 quarterly reporting to the Monitoring Unit :

- 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 of agreed service levels will be calculated over any 12 consecutive months.

### **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. Unicast IP transmission is available across the whole of JANET and multicast IP transmission is available across the backbone of JANET and within most of the regional network infrastructure.

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 not prevent 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:

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

#### **J3.2 IP Service Fault Reporting**

##### **Specification:**

JANET(UK) provides a means by which organisations may report faults on the IP Service. 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.

Fault management for the IP Service is covered in broadly two areas:

- a) the backbone, access to the global Internet and Regional Networks operated by JANET(UK); and

- b) Regional Networks run by Regional Network Operators (where the RNO responds to faults at least to the levels given here and in many cases exceeds these levels).

**Service Levels:**

- a) Organisations will be able to report IP Service faults via the JANET Service Desk at any time (following the staffed hours process or the out-of-hours process as advertised).
- b) JANET(UK) will respond to any IP Service fault report received or detected with an initial prognosis within one hour during Service-Desk Working Hours and JANET On-Call Hours.
- c) Regional Network Operators will respond to any IP Service fault report received or detected with an initial prognosis within one hour during Working Hours and within two hours during RNO On-Call Hours.
- 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 IP Service fault being fixed.

**J3.3 IP Service Maintenance Activities**

**Specification:**

JANET(UK) ensures that organisations are given advance notice of changes to the IP Service 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 combined Scheduled Maintenance and Emergency Maintenance time for each organisation's connection to JANET will not be more than 0.5% of Service Time and not more than 0.1% of Service Time may be Emergency Maintenance.
- b) The combined Scheduled Maintenance and Emergency Maintenance time for each of the services providing access to external networks will not be more than 0.5% of Service Time.

## **J4. Application Services**

### **J4.1 Application Service Fault Reporting**

JANET(UK) provides a means by which organisations may report faults on a Service. JANET(UK) publishes procedures for fault reporting and escalation in response to continuing problems.

#### **Service Levels:**

- a) Organisations will be able to report Service faults via the advertised appropriate route at any time.
- b) JANET(UK) will respond to any Service fault report received or detected with an initial prognosis within two Working Hours (or Support Working Hours if defined for the Service in question).

### **J4.2 Application Service Maintenance Activities**

JANET(UK) ensures that organisations are given advance notice of changes to the 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 combined Scheduled Maintenance and Emergency Maintenance time for each Service will not be more than 0.5% of Service Time and not more than 0.1% of Service Time may be Emergency Maintenance.

### **J4.3 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:**

This service supports only IPv4.

JANET(UK) offers:

- a videoconferencing service supporting both IPv4 and ISDN at different bandwidths and allowing multiple end points to join a single videoconference via Multipoint Control Units (MCUs);
- facilities to support the use of Access Grid including virtual venue services and bridging services;
- 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.

#### **Service Specific Definitions**

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 Multipoint Control Units (MCUs).

- b) Service Availability of 99.5% for the gatekeeper hierarchy.
- c) Service Availability of 99.5% for the central JANET Gatekeeper service.
- d) Service Availability of 99% for the booking service.
- e) Service Availability of 99% for the Access Grid virtual venue service.
- f) Service Availability of 99% for the Access Grid bridging services.
- g) A resource reservation will be made within two Support Working Hours of receiving a booking request.
- h) An initial response to any enquiry will be given within two Support Working Hours.

#### **J4.4 Place Holder**

#### **J4.5 Electronic Mail Services**

##### **J4.5.1 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 99.8%.
- 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.

##### **J4.5.2 E-mail Advice and Testing Service**

###### **Specification:**

This service supports only IPv4.

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 organisations' mail systems from time to time.

###### **Service Levels:**

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

##### **J4.5.3 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%.

#### **J4.5.4 Web Mail Service**

##### **Specification:**

This service supports only IPv4.

JANET(UK) provides a hosted e-mail service to organisations that request it. This is a chargeable service, and 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%.

#### **J4.6 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 domain name space. 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 domain name space.

##### **Service Levels:**

- a) Service Availability of 100%.
- b) Changes to the .ac.uk domain 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) provides 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% for organisations that configure their systems to use two or more secondary nameserver servers provided by JANET(UK).

#### **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 within the JANET network 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 managed router service to organisations on request. This is a chargeable service, and the charging scheme is published on the service web page.

This service comprises provision of a router, initial set-up, hardware and software maintenance, minor changes to configuration and analysis of faults.

##### **Service Levels:**

- a) The service will be provided within 22 Working Days of receipt of request and of the Primary Connection being available, unless prevented by reasons beyond JANET(UK)'s control
- b) Service Availability of the router of 99.7%.

#### **J4.8 Web-Based Services**

##### **J4.8.1 Web Hosting Service**

##### **Specification:**

This service supports only IPv4.

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 systems.

##### **Service Levels:**

- a) Service Availability of 99.5%.

##### **J4.8.2 Web Filtering Service**

##### **Specification:**

This service supports only IPv4.

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.

### **Service Specific Definitions**

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

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

### **Service Levels:**

- a) Service Availability of 99.5% for the national RADIUS proxy.
- b) Access to the national RADIUS proxy service for an organisation will be enabled within 15 Support Working Days of receipt of all necessary information and the organisation's completion of configuring their RADIUS proxy.
- 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 Multi-site Connectivity Advisory Service (MCAS)

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

#### J5.2 Video Technology Advisory Service (VTAS)

(video services, videoconferencing and video technologies)

#### J5.3 Voice Advisory Service (VAS)

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

#### J5.4 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
<b>MCAS</b>	Yes	Yes	Yes	Yes	Yes	No	Yes
<b>VTAS</b>	Yes	Yes	Yes	Yes	Yes	Yes	No
<b>VAS</b>	Yes	Yes	Yes	Yes	Yes	No	No
<b>WTAS</b>	Yes	Yes	Yes	Yes	Yes	Yes	No

### Service Levels:

- a) An initial response to any enquiry will be given within four Working Hours.
- b) 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 events 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 provide a variety of online learning resources and online briefings on topics relating to networking and network technologies for the JANET community.
- c) JANET(UK) will continue to develop new events, resources and briefings to meet the growing and changing needs of the JANET community, and to support the effective use of JANET Services.

## **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 enquiries/requests for information and requests for action concerning the Services. Service levels for the completion of requests for action are given, where appropriate, in the text for the service concerned.

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 Service-Desk Working Hours.
- b) Organisations will be able to lodge telephone and email enquiries outside of Service-Desk Working Hours.
- c) An initial response to each enquiry, request for information and request for action will be given within two Service-Desk Working Hours.
- d) Enquiries and requests for information will be completed as follows:
  - i. 90% within five Service-Desk Working Days;
  - ii. 98% within 20 Service-Desk 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 JANET Certificate Service**

#### **Specification:**

The JANET Certificate Service provides customizable services for issuing and managing certificates that are used in software security systems that employ public key technology. On request from an organisation, JANET(UK) will provide a certificate together with advice and technical guidance.

#### **Service Levels:**

- a) Requests to join the Service will be completed within three working days of all the required information being received

#### **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 .ac.uk naming domain 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 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 nameserver 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 IP address allocations, allowing organisations to apply for appropriate addresses required for their connectivity to JANET.

### **Service Levels:**

- a) Requests for IP addresses and the implementation of their associated reverse delegation and routing requirements will be completed 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 on request, subject to overall capacity and budget considerations. Lightpaths are built from segments across the JANET backbone, Regional Networks, 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 deliver 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 responsible for network related security on JANET. Its role is to protect JANET and the networks of organisations connected to JANET from both internal and external abuse, whether deliberate or accidental.

### **J8.1 Security Incident Response and Co-ordination**

#### **Specification**

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

JANET(UK) will:

- provide mechanisms and procedures to enable organisations to report security incidents at all times and seek assistance during Support Working Hours;
- operate 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;
- attempt to contact any organisation implicated in a security incident and to agree action to be taken to resolve any misuse or mitigate any threat;
- operate 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
- maintain a list of contact points and service hours for other network operators, law enforcement agencies and similar bodies.

#### **Service Specific Definitions**

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 which is accessed by telephone only.

#### **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**

#### **Specification:**

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

JANET(UK) will:

- advise all organisations of current threats whose impact on JANET is likely to be severe or widespread;
- advise individual organisations on action to be taken in respect of any apparent or actual security weakness specific to that organisation;
- provide organisations with regular information on general levels of threat and on countermeasures available;
- maintain 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
- operate 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 web 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**

**Specification:**

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

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**

**Specification:**

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

JANET(UK) will:

- organise an appropriate number of annual conferences on computer and network security; and
- develop and deliver workshops and presentations on computer and network security at other events as required.

## **Annex A: JISC Specific Items**

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

Normally, conferences, workshops and training events will be organised on a cost-recovery basis. In some cases, as appropriate to meet the needs of the community, JANET(UK) will subsidise these events.

### **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 service level. 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. Reported Organisations**

As part of a programme of Continuous Improvement and Reporting, JANET(UK) makes available data, as specified in section J.A6, to the Monitoring Unit.

For the purpose of this Annex A, "Reported Organisations" are all Funded Organisations together with those additional organisations listed below, if they are connected to JANET.

The addition or removal of organisations from the list below is subject to the change control procedures, but does not have implications on the level of JISC funding provided as these organisations will be charged directly for the services provided.

British Library

DEL – Department of Employment and Learning (Northern Ireland)

DCELLS – Department for Children, Education, Lifelong Learning and Skills

HEFCE – Higher Education Funding Council for England

HEFCW – Higher Education Funding Council for Wales

HESA – Higher Education Statistics Agency

JISC Advance

JISC Collections

SFC – Scottish Funding Council

UCAS

#### **J.A4. Multiple Circuits**

Reported Organisations may be connected to JANET 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 Reported Organisation. Where multiple circuits to JANET are provided for resilience, JANET(UK) will report on each of these. In addition, JANET(UK) will, where it is able to and deems appropriate to, report any additional circuits provided to Reported Organisations for resilience purposes where funding for these circuits is not directly provided for by JISC.

#### **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.jiscmu.ac.uk>

SLD reference	Frequency	Reporting requirements
J2.4 Additional Services	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• details of the substantive activity undertaken in each of the areas (a) to (d).</li> </ul>
J3.1 IP Service	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• start and finish, date and time of each incident when a circuit to a Reported Organisation was not accessible;</li> <li>• start and finish, date and time of each incident when a circuit to a Reported Organisation was not available;</li> <li>• start and finish, date and time of each period of inaccessibility for each circuit to a Reported Organisation that was discounted as a result of a Suspended Period;</li> <li>• total traffic, separately in each direction, for each circuit to a Reported Organisation;</li> <li>• explanatory notes for any incident resulting in a loss of Network Availability that affects 10 or more Reported 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 which affects 75% or more of these organisations);</li> <li>• list of incidents on the backbone network that stopped IP packets from being transmitted and received between Reported Organisations and the external networks to which JANET is connected including an explanation of the incident and the start and finish, date and time;</li> <li>• total traffic, separately in each direction, for each connection to an external network;</li> <li>• list of incidents that stopped IP packets from being transmitted over an individual external network connection including an explanation of the incident and the start and finish, date and time.</li> </ul>
	Continuous via the web.	<ul style="list-style-type: none"> <li>• JANET(UK) will maintain a web page: <a href="http://www.ja.net/company/external-connectivity.html">http://www.ja.net/company/external-connectivity.html</a> that lists the connections maintained to peer networks.</li> </ul>

SLD reference	Frequency	Reporting requirements
J3.2 IP Service Fault Reporting	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• the number of fault reports;</li> <li>• achieved response time for the reports;</li> <li>• description of any exceptional events;</li> <li>• breakdown by type of fault reported, into: <ul style="list-style-type: none"> <li>○ JANET access - access line fault reports;</li> <li>○ external access - access to hosts and service beyond JANET;</li> <li>○ JANET Service - problem with JANET Service use/access;</li> </ul> </li> <li>• by exception, events not meeting service level (d).</li> </ul>
J3.3 IP Service Maintenance Activities	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• start and finish, date and time of each period of Scheduled Maintenance and Emergency Maintenance taken for each Reported Organisation indicating which is Scheduled Maintenance and which is Emergency Maintenance;</li> <li>• start and finish, date and time of each period of Scheduled Maintenance and Emergency Maintenance taken for each of the following services indicating which is Scheduled Maintenance and which is Emergency Maintenance: <ul style="list-style-type: none"> <li>• Global Internet transit;</li> <li>• European research network;</li> <li>• American research networks;</li> <li>• UK public peering at the LINX; and</li> <li>• UK public peering at MaNAP.</li> </ul> </li> <li>• the reason for each period of Emergency Maintenance that takes place during Working Hours.</li> </ul>
J4.1 Application Service Fault Reporting	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• for each Service, by exception, all events not meeting service level (b) – to be included in the reporting section for each Service.</li> </ul>
J4.2 Application Service Maintenance Activities	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• for each Service, the start and finish date and time of each period of Scheduled Maintenance and Emergency Maintenance taken indicating which is Scheduled Maintenance and which is Emergency Maintenance – to be included in the reporting section for each Service.</li> </ul>

SLD reference	Frequency	Reporting requirements
J4.3 Videoconferencing Service	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• 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), (e) and (f);</li> <li>• by exception, the number of requests where service level (g) was not met;</li> <li>• the total number of enquiries;</li> <li>• by exception, the number of enquiries where service level (h) was not met;</li> <li>• a summary of the total number of videoconferences, by each technology and by number of participating end points, for each month;</li> <li>• a description of any exceptional events.</li> </ul>
	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• The number of videoconferences undertaken by each participating end point listed by end point, different technologies and sector;</li> <li>• a list of registered videoconference end points by different technologies and sector;</li> </ul>
J4.4 Place Holder		
J4.5.1 Mailer Shield	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• start and finish, date and time and explanatory notes of any event causing the Service to be unavailable;</li> <li>• a list of subscribing Reported Organisation;</li> <li>• by exception, any event (except Routine Maintenance) that causes delays in the first attempt of message transfer to exceed 10 minutes, together with the reason for the delay.</li> </ul>
J4.5.2 E-mail Advice and Testing Service	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• start and finish, date and time and explanatory notes of any event causing the Service to be unavailable.</li> </ul>
J4.5.3 E-mail Abuse Protection Service	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• start and finish, date and time and explanatory notes of any event causing the Service to be unavailable;</li> <li>• a list of organisations whose hosts made queries;</li> <li>• by exception, problems observed with receiving the updates to the data from the chosen source(s).</li> </ul>
J4.5.4 Web Mail	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• start and finish, date and time of any event causing the Service to be unavailable;</li> <li>• a list of subscribing Reported Organisations.</li> </ul>

SLD reference	Frequency	Reporting requirements
J4.6.1 Second Level Domain Service	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• 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;</li> </ul>
J4.6.2 Primary Nameserver Service	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• start and finish, date and time and explanatory notes of any event causing the Service to be unavailable.</li> </ul>
J4.6.3 Secondary Nameserver Service	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• start and finish, date and time and explanatory notes of any event causing the Service to be unavailable to Reported Organisations that have requested two or more secondary nameserver servers.</li> </ul>
J4.6.4 Off-site Resolver Service	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• start and finish, date and time and explanatory notes of any event causing the Service to be unavailable.</li> </ul>
J4.7 Managed Router Service	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• start and finish, date and time and explanatory notes of any event causing a managed router to be unavailable;</li> <li>• a list of subscribing Reported Organisations;</li> <li>• by exception, instances where service level a) was not met and the reason for the delay.</li> </ul>
J4.8.1 Web Hosting	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• start and finish, date and time and explanatory notes of any event causing the Service to be unavailable to a subscribing Reported Organisation;</li> <li>• a list of subscribing Reported Organisations.</li> </ul>
J4.8.2 Web Filtering	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• start and finish, date and time and explanatory notes of any event causing the Service to be unavailable to a subscribing Reported Organisation;</li> <li>• a list of subscribing Reported Organisations.</li> </ul>

SLD reference	Frequency	Reporting requirements
J4.9 Roaming	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• start and finish, date and time and explanatory notes of any exceptional event causing the Service to be unavailable;</li> <li>• validated Roaming Service joining requests, showing the number of Support Working Days taken to enable the Service once all necessary information was received;</li> <li>• the number of authentication requests;</li> <li>• the number of technical support enquiries received during the reporting period;</li> <li>• the number of enquiries resolved;</li> <li>• the number of enquiries where service level c) was not met.</li> </ul>
	Continuous via the web.	<ul style="list-style-type: none"> <li>• JANET(UK) will maintain a web page: <a href="http://www.ja.net/eduroam/">http://www.ja.net/eduroam/</a> that lists the Eligible Organisations registered to use Roaming Service.</li> </ul>
J5 Technology Advisory Services	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• for each advisory service, the number of enquiries received during the reporting period;</li> <li>• for each advisory service, by exception, the number of enquiries where service level a) was not met.</li> <li>• 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;</li> <li>• list of product or solution evaluations with date of testing;</li> <li>• any further product evaluations or documents planned or in preparation for publication.</li> </ul>
J6 Training Services	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• the number of users who are registered to use EdLab;</li> <li>• For each training event run during the period: <ul style="list-style-type: none"> <li>○ attendance broken down by client organisation sector, and</li> <li>○ average percentage rating</li> </ul> </li> <li>• resources developed during the period;</li> </ul> <p>Summaries of delegate feedback on training events 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"> <li>• the number of enquiries, requests for information and requests for action made by Reported Organisations broken down by category type;</li> <li>• by exception, the number of enquiries, requests for information and requests for action where service level (c) was not met, broken down by category type;</li> <li>• the number of enquiries and requests for information outstanding &gt;5 Service-Desk Working Days, &gt;20 Service-Desk Working Days;</li> <li>• details of invocation of the escalation procedure;</li> <li>• by exception, details of enquiries and requests for information outstanding after 60 Service-Desk Working Days.</li> </ul>
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"> <li>• name of Reported Organisation making the request;</li> <li>• the Reported Organisation's funding body (if applicable);</li> <li>• date and type of the connection service request;</li> <li>• date that all necessary information was received by JANET(UK) (in the case of pre-approved upgrades, the date of authorisation);</li> <li>• date the connection service was ready for the Reported Organisation's acceptance;</li> <li>• connection bandwidth;</li> <li>• the nature, date and duration of any event causing a service level not to be met.</li> </ul>
J7.3 JANET Certificate Service	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• by exception, the number of requests to join the service where service level (a) was not met;</li> <li>• number of certificates allocated.</li> </ul>

SLD reference	Frequency	Reporting requirements
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"> <li>• a unique reference string for each request;</li> <li>• the type of request (name registration or modification);</li> <li>• the domain name stated in the request;</li> <li>• for new registrations, the number of Working Days to make a decision on the acceptability of the name;</li> <li>• whether the request was accepted or rejected;</li> <li>• 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;</li> <li>• an explanation of service levels that were not met.</li> </ul>
J7.4.2 Primary Nameserver Administration	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• a list of Reported 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 Reported 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 Reported Organisation making the request.</li> </ul> </li> </ul>
J7.4.3 Secondary Nameserver Administration	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• a list of Reported Organisations registered to use the Service;</li> <li>• list of applications to use the Service, showing the number of Working Days taken to allocate the Reported Organisation to the Service once all necessary information was received.</li> </ul>

SLD reference	Frequency	Reporting requirements
J7.4.4 Off-site Resolver Administration	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• a list of Reported Organisations registered to use the Service;</li> <li>• list of applications to use the Service, showing the number of Working Days taken to allocate each Reported Organisation to the Service once all necessary information was received.</li> </ul>
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"> <li>• name of Reported Organisation;</li> <li>• the number of Working Days taken to process the request from the receipt of all necessary information;</li> <li>• the IP version of the address range requested (IPv4/IPv6);</li> <li>• whether the request was accepted or rejected;</li> <li>• an explanation of service levels that were not met.</li> </ul>
J7.6 urn:mace:ac.uk Namespace Administration	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• A list of namespace requests showing: <ul style="list-style-type: none"> <li>○ the number of Working Days taken to accept or reject requests after the receipt of all necessary information;</li> <li>○ whether the request was accepted or rejected.</li> </ul> </li> </ul>
J7.7 Lightpath Service	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• list of Lightpath services in use and associated Organisation Names</li> <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 Reported Organisation making the request;</li> <li>○ whether the request was delivered or rejected;</li> <li>○ exceptionally where it took more than 10 Working Days to authorise or reject the application, the number of Working Days taken and the reason;</li> <li>○ exceptionally where it took more than 45 Working Days to deliver the Service, the number of Working Days taken and the reason.</li> </ul> </li> </ul>

SLD reference	Frequency	Reporting requirements
J8.1 Security Incident Response and Co-ordination	Monthly via a report to the MU.	<ul style="list-style-type: none"> <li>• number and class of new incidents;</li> <li>• number of incidents for which a response was not sent within the time specified in the service level;</li> </ul> <p>Notes:</p> <ol style="list-style-type: none"> <li>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;</li> <li>2. Each incident may have associated with it several e-mail messages in both directions between CSIRT and the Eligible Organisation or other party.</li> </ol>
	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• an assessment of the nature and significance of recent incidents;</li> <li>• descriptions of any major incidents during the quarter and the actions taken to resolve them.</li> </ul>
J8.2 Advice	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• the number and title of advisory notices issued to all approved contacts.</li> </ul>
J.A5 Security Issues	Quarterly via a report to the MU.	<ul style="list-style-type: none"> <li>• a list of meetings attended, presentations given and reports written;</li> <li>• a list of any actions or other work items arising out of these meetings.</li> </ul>

ACCEPTED on behalf of  
JANET(UK) by:

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**Position:** \_\_\_\_\_

**Date** \_\_\_\_\_

ACCEPTED on behalf of JISC by:

\_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_