

Janet Cloud Connect

G-Cloud Service Definition

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1 Summary

The Janet Network is a world-class, private network designed to meet the performance needs of UK research and education. The Janet Network provides high-capacity, high-availability global internet connectivity via 600+ network peerings including high-capacity resilient peerings with AWS, Microsoft and Google, allowing connectivity to public cloud services.

If you are an organisation with links to research and education, you may be eligible to connect to Janet and similarly to use our Janet Cloud Connect service in order to best match your connectivity need with your cloud strategy as it scales.

1.1 Features

The solution offered through Janet Cloud Connect may rely on a Janet IP Connection or a bespoke purpose-built connection to the cloud.

Features for Janet Cloud Connect include:

- Free of charge consultation, typically through a scoping call, to capture your requirements for connectivity delivered through our Janet Cloud Connect service.
- A choice of solutions that scale with your needs.
- Bespoke pricing to tightly match your requirements and budget.
- Pricing to match your level of resilience needed.

Features of Janet IP Connectivity, and the Janet Network backbone, include:

- ITIL aligned service management.
- ISO27001 compliance.
- 600 Gbit/s on the backbone with the ability to provision dedicated capacity up to 100 Gbps.
- Foundation distributed denial of service (DDoS) mitigation service is included with your Janet IP connection.
- Additional point-to-point services facilitated internationally by our strong links with other NRENS in other countries.
- Access to an incident management system for logging and tracking incidents and maintenance notifications.

1.2 Benefits

The solution offered through Janet Cloud Connect may rely on a Janet IP Connection or a bespoke purpose-built connection to the cloud.

Benefits of Janet Cloud Connect include:

- High-capacity and geographically resilient direct peerings with AWS, Microsoft and Google.
- Access to other cloud providers via direct peering and Internet Exchanges.
- Our high-capacity connections enable organisations to focus on their strategic objective rather than worrying about contention issues, or ingress/egress charges.
- We ensure the security of the Janet Network through our dedicated cyber security capability.

- The network is private - our network of peerings, our additional point-to-point services and our links with our peers in other countries means that you can establish the connectivity you need without ever using the public Internet.

2 Service Description

The Janet Cloud Connect service provides network connectivity from an organisation to public cloud services, either via a Janet IP connection or a bespoke purpose-built connection to the cloud. If you are a not-for-profit or public-sector organisation, or a research-linked enterprise Janet Cloud Connect provides, via the Janet Network, high-capacity peerings with AWS, Microsoft and Google, allowing secure and private connectivity to public cloud services. The Janet Network has been designed, implemented and supported with the expertise and experience of Jisc.

2.1 Core Service Offering

The Janet Cloud Connect service may comprise a connection from the organisation's premises via our regional access infrastructure and Janet's high-capacity, highly reliable backbone with connections to the global Internet.

The service supports both IPv4 and IPv6 and can be provided as a routed subnet or via Border Gateway Protocol (BGP) for more dynamic and fault tolerant routing opportunities.

Connectivity to the global Internet includes global and domestic network peering, peerings with major cloud providers and connectivity to the European and global research networks.

Administration of services

The specific procurement process for the G Cloud framework should be followed for both quotes and orders for this service. Once an award has been made customers can contact Jisc's Service Onboarding Group to fulfil their order.

The Service Onboarding Group administer the procedures for approval, quoting and provisioning of connection services, allowing new organisations to join the Janet Network; and to upgrade, shift, merge and cancel connections. They are available during the business day on 01235 822308 or by emailing connect@ja.net

Eligibility

Organisations wishing to use the service must be connected to the Janet Network through a Janet IP connection or else a Janet Cloud connection.

Eligibility for organisations wishing to connect to the Janet Network is covered in the [Janet Network Connection Policy](#) found here <https://community.jisc.ac.uk/library/janet-policies>

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Target availability

The target availability of the network is measured monthly over a 12-month period, excluding service-affecting maintenance.

Service-affecting maintenance is capped at 0.5% and is normally carried out with at least two weeks' notice.

Read the detailed [service availability statement](#).

Resilience

The backbone of the network:

- Has multiple paths built in
- Uses equipment with multiple power supplies
- Is in locations with power back-up systems

The external network connections to the global Internet and cloud peerings use multiple geographical points of presence and multiple suppliers for resilience.

Any customer's connection to the Janet Network will only be resilient if the customer has purchased a second connection from Jisc, this connection can be provided directly to different Janet network points of presence and potentially using different technologies depending on the location of the end user.

2.2 Service Options

Additional connections

Additional connections to the Janet Network, either for resilience purposes, or for multi-site organisations, may be purchased. Typically, these will be Janet IP connections and can be managed through our optional Managed Router Service if required. Additional charges for the Managed Router Service will apply.

Cloud Connect AWS

Cloud Connect AWS helps you find the right solution for your needs, whether it's a purpose-built solution or using your existing Janet Network connection with its high-availability, high-capacity and resilient peerings to AWS. Thanks to our high availability peerings, your Janet Network connection may be suitable for most needs allowing you to make the most of the connectivity you have. But there may come a point when it's beneficial to have a purpose-built connection. We provide advice and guidance as to whether you have reached that point and when and how to scale up your connectivity provision, so your connectivity keeps up with your changing needs.

See <https://www.jisc.ac.uk/connectivity> for details. This service option is usually delivered through our Managed AWS service and Cloud Professional Services (listed separately).

Cloud Connect Microsoft

Cloud Connect Microsoft helps you find the right solution for your needs, whether it's a purpose-built solution or using your existing Janet Network connection with its high-availability, high-capacity and resilient peerings to Microsoft. Thanks to our high availability peerings, your Janet Network connection may be suitable for most needs allowing you to make the most of the connectivity you have. But there may come a point when it's beneficial to have a purpose-built connection. We provide advice and guidance as to whether you have reached that point and when and how to scale up your connectivity provision, so your connectivity keeps up with your changing needs.

See <https://www.jisc.ac.uk/connectivity> for details. This service option is usually delivered through our Managed Azure service and Cloud Professional Services (listed separately).

Cloud Connect Google

Cloud Connect Google helps you find the right solution for your needs, whether it's a purpose-built solution or using your existing Janet Network connection with its high-availability, high-capacity and resilient peerings to Google. Thanks to our high availability peerings, your Janet Network connection may be suitable for most needs allowing you to make the most of the connectivity you have. But there may come a point when it's beneficial to have a purpose-built connection. We provide advice and guidance as to whether you have reached that point and when and how to scale up your connectivity provision, so your connectivity keeps up with your changing needs.

See <https://www.jisc.ac.uk/connectivity> for details. This service option is usually delivered through our Cloud Professional Services (listed separately).

2.3 Processing locations

The Janet Cloud Connect service is only available to UK customers. All network and security operation functions and external connection locations are based in the UK.

2.4 Information assurance

The Janet Cloud Connect service is designed to support the secure transfer of OFFICIAL information assets.

Jisc is an ISO27001 certified organisation and will utilise, as required, appropriately certified management infrastructure, network connectivity, staff security clearance and processes to deliver the service.

2.5 Service on-boarding

Service on-boarding is handled as part of the contract start-up phase. This will cover the initial decision on the solution, deployment and configuration of the connectivity to the customer site.

New connections will be installed within 5 months of receipt of all necessary information, unless delivery of service is prevented by reasons beyond our control.

Connection upgrades or moves for existing organisations: connections will be within 5 months of receipt of all necessary information, (in the case of pre-approved upgrades, within 80 business days of authorisation) unless delivery of service is prevented by reasons beyond our control.

2.6 Service off-boarding

Service termination is defined as end of contract, without transfer of services to a new provider or customer function. In this case, on Service termination Jisc will remove connectivity from the customer site.

Jisc can provide a managed migration path out from the Janet solution to a new provider should you wish to move (working alongside your new provider or function). This is undertaken as a standalone project and incurs rates and charges based on our SFIA rate card.

Cancellation of connections will be implemented within 30 business days of approval by us, unless the cancellation is prevented by reasons beyond our control.

2.7 Customer responsibilities

Organisations have the following responsibilities in relation to the service:

- They must provide accurate contact and payment details on Cloud Connect registration.
- They must comply with the [G-Cloud 13: Terms and conditions for the service](#)
- They must follow designated procedures for logging incidents and change requests
- They must provide all relevant site information as requested
- They must provision and maintain their own internal network and facilities in order to utilise the Janet Network
- **They must provide suitable contact details of a representative from within their organisation**
- They must ensure that the Janet Network is used according to the [Acceptable Use Policy](#)
- They must ensure they understand and adhere to the [Janet security policy](#)
- They must adhere to the [Janet Network connection policy](#)

3 Service Management

Jisc is a proven network and service management specialist with extensive experience of service management implementation, network operation, security and continual service improvement. All our operational processes are aligned with ITIL v3 and managed within our ISO 9001 QMS. Information assurance is provided through our ISO 27001 certification.

3.1 Support

Jisc provides support via our experienced Service Desk which acts as your first point of contact for any service-related issues or queries that you may have. Service desk support is provided between 07:00 and 23:59 Monday to Friday, excluding UK public holidays. Outside of these hours an automated service ensures customer incidents are recorded and on call engineers are available to investigate urgent service effecting issues.

3.2 Network Incident management

The Janet Cloud Connect service will follow ITIL incident management process guidelines to log, assign and diagnose incidents and to restore service operation as quickly as possible with the minimum disruption, in line with the agreed hours of service.

Our volume of incidents is not sufficiently large to warrant distinct priority levels. The timings below indicate the target time to respond to an incident.

Service Incident Response Targets	Business Hours	Non business hours
<p>Our response target is the same for all service incidents.</p> <p>For urgent incidents: incidents involving Service component failing or severely impaired, resulting in serious business-wide impact or multiple users/services impacted.</p>	<p>24x365 07:00-23:59 Phone calls - answered in 6 rings Email/ticket requests – response within 1 hour</p>	<p>24x365 00:00-06:59 - Monday to Friday 09:00-19:00 - Weekends 09:00-17:00 - Public holidays Phone calls - answered by staff from our message handling service.</p> <p>For non-urgent incidents: our message handling staff will email will be sent to our service desk for attention during the next business day</p> <p>For urgent incidents: our message handling staff will forward details will be passed to engineers will respond within 1 hour with email responses to urgent incidents.</p>

Incidents are managed 24 x365.

Note: Incident resolution targets do not apply in cases where the incident is outside of Jisc's control, e.g., local connectivity problems within a customer data centre. Or where the custom is not on-site to affect incident resolution.

Faults with the service may be reported via the service desk by calling 0300 300 2212 or emailing help@jisc.ac.uk. Urgent faults must be reported by telephone in order to receive immediate attention.

If you are experiencing an issue with the service and wish to escalate the issue, please contact us via the service desk details above.

3.3 Service requests

The Janet Cloud Connect service will follow ITIL request fulfilment process to manage service requests.

Service Request Response Targets	Non-	Enhanced
A request for information, advice, access to a service component or where effort is identified as less than 2 hours.	4 hours	4 hours

Service Requests are managed Monday-Friday 07:00-23:59 excluding UK public holidays unless otherwise stated.

4 Associated Services

Jisc is a trusted technology advisor and ally of the education, public and third sectors. We provide best-in-class technology advice, engineering and support and work as part of your team to transfer knowledge at every step. As a not-for-profit membership organisation, we are an allied technology partner and we reinvest our profits back into the communities we earn them in.

We see public cloud technology as a key enabler of a digital revolution in the sectors we serve. Our consultants, architects, engineers, developers and support staff are the best at what they do and are dedicated to delivering the best service possible whilst also transferring their knowledge and skills to our members and customers.

Together, our services provide a full suite to support your use of public cloud services from start to finish. They can be taken in sequence to support your entire cloud journey or selected as needed to enhance just those parts of your programme where you need support.

4.1 Cloud Consultancy

- [Cloud Architectural Review](#) – we provide advice on optimisation, cost control, performance enhancements, security improvements and service resilience
- [Cloud Strategy & Roadmap](#) – we assess your IT estate and operating model before setting out a strategy for public cloud adoption

4.2 Cloud Professional Services

- [Cloud Design & Deployment](#) – we develop high-level and low-level designs for new or re-architected uses of public cloud and we deploy and test them to your chosen platform using infrastructure as code
- [Cloud Migration](#) – we provide technical and project management expertise to lift and shift existing services to public cloud
- [Office 365 Migration](#) – we offer consultancy, implementation and project management expertise to support your migration to the Microsoft 365 suite of collaboration tools

4.3 Cloud Resell & Support

- **Managed AWS** – we resell AWS and provide the day-to-day management and support for your AWS deployments
- **Managed Azure** – we resell Microsoft Azure and provide the day-to-day management and support for your Azure deployments
- **Managed GCP** – we resell Google Cloud Platform and provide the day-to-day management and support for your GCP deployments
- **Managed Database** – we look after the day-to-day running, maintenance and backup of your public cloud databases
- **Managed Microsoft 365** – we resell Microsoft 365, help to optimise your use of Microsoft licencing, maintain a secure environment and ensure that you always have access to Microsoft Premier Support when you need it

4.4 Connectivity & Security

- **Janet Cloud Connect** – we provide high-capacity, resilient and secure access to AWS, Microsoft and Google via the Janet Network
- **Govroam** – we provide public sector staff with seamless access to roaming connectivity at participating sites across the UK
- **Managed Website Protection** – we provide DDoS mitigation and Web Application Firewall (WAF) protection for your public-facing websites

At every step of every engagement, we aim to transfer our knowledge and skills to you because, by doing so, we will have a greater impact on society and become trusted and long-term allies. Our ultimate intention with all our services is to empower public and third sector organisations to become digitally independent.