



Janet Cloud Connect

G-Cloud 15 Service Definition

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.
- Incident management is provided via our service desk 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.

2.1.1 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 Delivery Team to fulfil their order.

The Service Delivery Team 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 can be contacted by emailing g-cloud@jisc.ac.uk

2.1.2 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>

2.1.3 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.

2.1.4 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 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.

2.3 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.

2.4 Service Onboarding

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.

2.5 Service Offboarding

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 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.

2.6 Customer Responsibilities

Organisations have the following responsibilities in relation to the service:

- To provide accurate contact and payment details on Cloud Connect registration.
- To comply with the G-Cloud 15: Terms and conditions for the service.
- To follow designated procedures for logging incidents and change requests.
- To provide all relevant site information as requested.
- To provision and maintain their own internal network and facilities in order to utilise the Janet Network.
- To provide suitable contact details of a representative from within their organisation.
- To ensure that the Janet Network is used according to the Acceptable Use Policy.
- To ensure they understand and adhere to the Janet security policy.
- To 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 available 24 hours a day, 365 days a year.

3.2 Network Incident Manager

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.

	Business Hours	Non business hours
Our response target is the same for all service incidents. For urgent incidents: incidents involving Service component failing or severely impaired, resulting in serious business-wide impact or multiple users/services impacted.	24x365 Phone calls - answered in 6 rings Email/ticket requests – response within 1 hour	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

4. Ancillary Services

Microsoft Azure ExpressRoute – We provide cost-effective, reliable and resilient connectivity to Azure – via the Janet Network and Microsoft's Azure connection service. ExpressRoute is the only way to access Azure services that is sufficiently resilient, predictable and easy to support. If you were to access Azure without using ExpressRoute – for example via the public internet – your traffic would be subject to performance limitation.

Managed Router Service – We provide full-service management of the router on your premises that connects your network to the Janet Network. This service provides remote support to any organisation that might require additional assistance and expertise to support their Janet IP connection routers. Full management and administration of router including fault-reporting and health-monitoring to keep you informed of the status of your connection.