

## An Chéim Business Operation to Transfer to New Subsidiary Company of HEAnet



EduCampus Services, a new subsidiary company of HEAnet, will soon be incorporated to manage the MIS shared service business currently managed by An Chéim.

The establishment of EduCampus Services represents continued commitment to the delivery of MIS shared services to the higher education sector. This initiative is fully supported by the Higher Education Authority and illustrates a renewed commitment to the next evolution of shared service delivery to the higher education sector as a whole.

Following the completion of a due diligence of An Chéim by HEAnet in 2014, the HEAnet Board met in February 2015 to formally approve the establishment of EduCampus Services (as a subsidiary company of HEAnet Ltd). This approval empowers the Board Designate of EduCampus Services to progress the formal transfer of staff, assets and operations of An Chéim to EduCampus Services.

### *The Board Designate of EduCampus Services:*

- Dr Maria Hinfelaar, LIT (Board Designate Chair)
- Mr Jim Fennell, GMIT
- Ms Barbara McConologue, DCU
- Mr Denis Cummins, DKIT
- Dr Noel O'Connor, DIT
- Mr Seamus Shaw, UCD
- Mr Joseph Ryan, AIT
- Mr John Boland, HEAnet

Significant challenges lie ahead in terms of hardware platform replacement and upgrading of software, and the Board Designate is discussing investment requirements with the HEA and the DES.

All stakeholders appreciate and recognise the important contribution that An Chéim has made to the Irish higher education sector and the creation of EduCampus Services serves to build on that success, so as to underpin the higher education sector's MIS needs in the decades to come.

For more information please contact [noc@heanet.ie](mailto:noc@heanet.ie) or [margaret.sexton@heanet.ie](mailto:margaret.sexton@heanet.ie)

## The HEAnet NOC is Changing This Summer



Our approach to customer service has changed over the years as the size of, and reliance upon, our service portfolio has grown. This summer, we are adding to our existing NOC service - setting up a dedicated NOC Service Desk with two full-time engineers.

The most important priority is that nothing changes from the customer side - the service the existing NOC provides will continue at its current high standard. But that's not enough on its own.

As our services have scaled, we now have specialists in a number of areas. Our two new engineers will be responsible for ensuring that every client gets a consistent, responsive service regardless of the issue at hand.

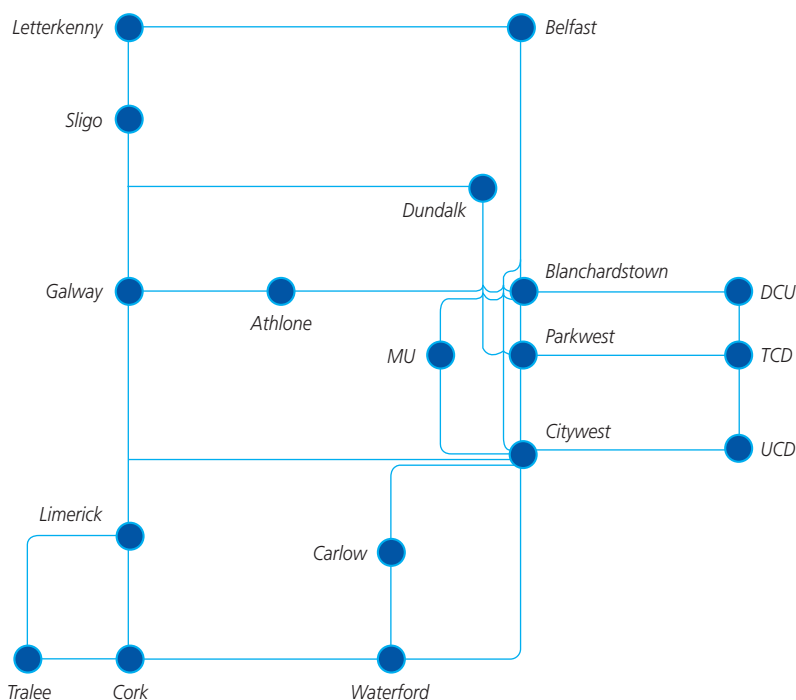
The NOC Service Desk will be responsible, not just for answering calls and emails to [noc@heanet.ie](mailto:noc@heanet.ie) and coordinating the responses, but also keeping ownership of each issue, making sure they are all handled in a timely fashion - and that the customer is satisfied with the resolution.

Hiring has begun for the two new NOC Service Desk engineers, who are expected to start working in the summer. The NOC Service Desk will be managed by Dave Wilson, who is no stranger to the NOC himself having started there in 1996. After a training and handover period, we expect to have the NOC Service Desk fully operational in time for the new academic year.

We know that excellent communication with our clients and stakeholders is essential to providing a great service. We need to make sure that we're reacting to the right problems, in the right ways, and that everyone is informed at all times.

From the outside, nothing will change: we will keep responding to 01-660-9040 and [noc@heanet.ie](mailto:noc@heanet.ie) as before. If you have any questions, feel free to contact Dave or Brian Nisbet, at those same coordinates.

## Next Generation Network Programme



Summer 2014 saw the completion of the final phase of the Next Generation Network (NGN) programme, which was initiated to achieve enhanced network resilience for our clients.

**The NGN programme consisted of three implementation projects:**

1. The Optical Dublin Core Ring upgrade project, completed July 2013;
2. Optical National Backbone Replacement project, completed December 2013;
3. Optical Resilience Configuration Review, completed July 2014;

all resulting in two fully resilient PoPs in each of three regional metro areas, as well as three new Dublin PoPs - a total of nine new PoPs, bringing the national total to eighteen.

These new locations allow for greater choice in regards to where client links can be landed all across the country, giving more opportunity to reduce costs and provide increased resilience. In the case of existing links, HEAnet takes advantage of this new infrastructure when we re-tender for links as required either by a need for an upgrade or procurement law.

By taking advantage of the work already completed, we also undertook the task of improving connectivity for those sites not directly connected to the new optically resilient network. Without the need for new hardware to be procured, eleven additional client sites were re-configured to maximum levels of resilience (Path, PoP, Equipment and Service).

**Fulfilment of this NGN Programme required the assistance and support of our clients throughout and we would like to take this opportunity to thank all those involved in playing their part in the successful completion of this major three-year project.**

For more details please contact [noc@heanet.ie](mailto:noc@heanet.ie)

## HEAnet and O2 Trial LTE Network in a Campus Environment



Following the switch-off of the analogue TV service in late 2012 and the subsequent auction by

the Commission for Communication Regulation (Comreg), all the mobile operators in Ireland were awarded additional spectrum. This new spectrum has enabled the mobile operators in Ireland to build new mobile networks based on technology commonly referred to as 4G or long term evolution (LTE).

In order to investigate the possibilities of an LTE network, a trial was run by Campus.ie on behalf of O2 Ireland and HEAnet in April 2014. Trinity College was chosen as the test campus due to its proximity to the O2 test LTE network. TCD I.S. Services worked closely with Campus.ie to facilitate the smooth running of the trial on campus.

The objective of this trial was twofold. Firstly to test the technology in a college environment and secondly to investigate if the increased speeds promised by 4G would change how staff and students at a college campus would use the technology, either for work or recreation.

From a technical perspective the 4G was very comparable to the Wifi service on campus in terms of download speeds. The upload speeds of the campus Wifi network were found to be faster and the latency for 4G, while much lower than 3G, was still higher than the latency of the on campus Wifi network. The maximum recorded download speed was 70Mbit/s.

One common theme in the student feedback was the requirement to stay connected at all times. *"The worry of going half an hour without a Wi-Fi connection, whether checking Facebook or SnapChat is something students genuinely think about - they want to stay connected at all times".*

Details of the trial, test results and conclusions are at:

<http://heanet.ie/url/2y>  
or contact [noc@heanet.ie](mailto:noc@heanet.ie)

## Client Collaboration and Delivery Manager



HEAnet is committed to being a trusted, cost effective and agile partner to you. As recognised in our strategic vision, we want to be a key

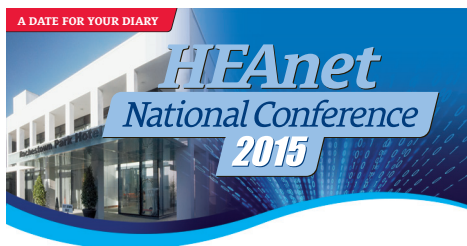
advisor, committed to listening to you, and acting upon your behalf in line with this. To better enable us to deliver on this vision, we have created the role of Client Collaboration and Delivery Manager.

We are happy to announce the appointment of John Creaven to this role. John comes to us from The University of Western Australia, where he led transformative changes within Information Services in how they approached their service delivery to clients. He joins our Management Team and his primary focus in the coming months will be getting to know you and gaining an understanding of your business needs.

John will be seeking to establish a high level of contact with all our clients, to ensure that your needs are fully understood. He will be integral to advocating and ensuring that the services you need are delivered by HEAnet.

John will be making contact with you all to introduce himself and lay out our plans for closer engagement with you over the coming year. For more details please contact [noc@heanet.ie](mailto:noc@heanet.ie) or [john.creaven@heanet.ie](mailto:john.creaven@heanet.ie)

## A Date for your Diary



The HEAnet National Conference 2015 will be held on **11th - 13th November 2015** at Rochestown Park Hotel, Douglas, Cork.

For more details please visit:

<http://heanet.ie/url/4>

or contact [noc@heanet.ie](mailto:noc@heanet.ie)

## HEAnet Delivers 100Mbit/s Broadband for all Ireland's 780 Post-Primary Schools



*Business Studies Teacher & Students with Ministers White and O'Sullivan and John Boland at Mount Temple Comprehensive School, Dublin on 4th December, 2014.*

Every post-primary school in the country now has a high-speed broadband connection following the completion of a €30 million, three-year programme run by HEAnet on behalf of the Department of Education and Skills & the Department of Communications, Energy and Natural Resources.

The programme, which equates to 780 school locations (all post-primary schools, special schools and hospital schools) was completed within budget and to a highly-challenging three-year schedule. The rollout was completed a full three months ahead of the Government's commitment to have all Post-Primary schools connected by the end of 2014.

The final tranche of 270 schools across Munster and South Leinster were connected by September 2014. The completion of the rollout was marked by a press event held at Mount Temple Comprehensive School, Dublin in December 2014. This event was attended by Education Minister O'Sullivan, Communications

Minister White and HEAnet's Chief Executive John Boland. HEAnet were appointed in 2010 to act as contracting authority and network manager to deliver 100 Mbit/s high-speed broadband to all post-primary schools on behalf of DES and DCENR.

The project has been greatly assisted by the HEAnet member clients facilitating access to their campuses to enable cost-effective services to schools in regional areas and HEAnet would like to acknowledge their generous support.

The broadband service now available to schools is of an extremely high quality and delivers uncontended, 100 Mbit/s symmetrical bandwidth to all post-primary school locations. The completion of the programme represents a seismic change in the ICT infrastructure available to Irish schools. This will ultimately deliver real benefits for Irish society in the future.

For more details please visit:

<http://heanet.ie/url/5> or contact [schools@heanet.ie](mailto:schools@heanet.ie)

## Half-price Mobile Broadband from Meteor

The new deal with Meteor offering both mobile broadband and voice plans is available now, for you and your spouse or partner. Full details of the offers are available at: <http://heanet.ie/url/6> or [www.meteor.ie/student](http://www.meteor.ie/student)

You can sign up online, in store and on campus.



## International Collaboration - BdREN Site Visit

For the last five years, HEAnet has been working on a World Bank funded project to help build a national research and education network in Bangladesh - BdREN. Ohio Academic Resources Network (OARnet) and Kent State University are also involved in this project.



Engineers from BdREN and PGCB in discussions with HEAnet and ESB Telecoms technical staff.

Our involvement in the project has included network design workshops, providing multimedia expertise, tender evaluation and advising how to build and run a national network.

HEAnet's expertise is particularly relevant for BdREN as their national backbone will also use fibre provided by their national electrical company, PGCB.

A group of engineers from BdREN and PGCB spent a week with HEAnet in January 2015. The itinerary included a number of workshop sessions as well as site-visits to HEAnet clients and some fibre suppliers.

The week was an excellent opportunity to deepen understanding between BdREN and HEAnet and to bring high speed academic networks and services in Bangladesh that bit closer.

For more details, visit the BdREN website: <http://www.bdren.net.bd/> or contact [noc@heanet.ie](mailto:noc@heanet.ie)

## GÉANT ASSOCIATION

### Investigating Open Education Resource Portals

The GÉANT Association recently completed an OER pilot (Open Education Resource aggregation and portal service) with European NRENs: <http://heanet.ie/url/7>

The pilot resulted in a working prototype metadata-aggregation hub and web portal that can provide aggregated multimedia e-learning content to the higher education and academic research communities. The goal of the OER initiative was to understand the use of OERs and what technology can best support educational institutions in offering sustainable open education facilities. One finding was that NRENs could facilitate OER accessibility and how open content can be linked across multiple national and institutional repositories.

**Although HEAnet is not directly working in this environment at present, we would like to extend an invitation to any of our clients who may be interested in getting involved in GÉANT Association OER activities in 2015, to contact us: [noc@heanet.ie](mailto:noc@heanet.ie)**

### GÉANT Association compendium

If you are interested in National Education and Research Networks, or NRENs, GÉANT Association's annual compendium is an excellent start: <http://heanet.ie/url/8>

The GÉANT Association compiles an annual compendium with the help of NRENs across Europe and beyond. The compendium covers many topics including: user base, bandwidth, shared services and organisational structures. It also provides a wealth of NREN information for research purposes.

In this 14th edition, the compendium finds that Ireland (HEAnet) is no longer alone in facilitating connectivity for post-primary education. We also stand out for the provision of identity management (Edugate), Wi-Fi roaming (eduroam) and storage services (EduStorage).

*GÉANT is the pan-European data network dedicated to the research and education community. Together with Europe's national research networks, GÉANT connects 40 million users in over 8,000 institutions across 40 countries. GN3plus is the current iteration of the GÉANT project, and in 2015 it will be followed by GN4: <http://www.geant.org/Pages/Home.aspx>*

### About HEAnet

HEAnet is Ireland's National Education and Research Network, providing cutting edge Internet, associated ICT and e-Infrastructure services to Educational and Research organisations throughout Ireland, including all primary and post-primary schools.



**Keep in Touch with HEAnet**

The HEAnet website continues to be the main repository of public information regarding HEAnet. We recommend that all those interested in HEAnet activities subscribe to the News RSS on [www.heanet.ie](http://www.heanet.ie)

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The HEAnet Network Operations Centre (NOC) implements, maintains and supports the HEAnet network 24/7.

See your network traffic at [www.heanet.net](http://www.heanet.net)

