

## HEAnet Service Plan 2017

We have developed the HEAnet Service Plan 2017 in close collaboration with our clients. The Service Plan is linked to our Strategic Plan.

The table below is a snapshot of the Service Plan. Full details are available on the HEAnet Client Portal.

### Highlights include:

- 24x7 on-call support is being expanded to additional HEAnet services
- A framework for a managed Visitor WiFi Service is now available
- HEAnet will offer professional services for Security & Risk Advisory services

We will continue to collaborate with clients throughout the year to identify new service requirements. If you wish to submit a service proposal, please complete the service proposal form, which is available on the HEAnet Client Portal:

<https://portal.heanet.ie/en/proposals>

### HEAnet Service Plan 2018

We plan to announce details of the HEAnet Service Plan 2018 this November.

Ref.	Description	Delivery	Link(s) to Strategic Plan	R-A-G Status
<b>1.0</b>	<b>Identity Management Services</b>			
1.1	Establish the priorities for Identity Management Services	<b>Q3 2017</b>	VS#06-G#03	<b>G</b>
1.2	Add support for Open ID Connect (OIDC) to Edugate	<b>Q4 2017</b>	VS#06-G#02	<b>G</b>
<b>2.0</b>	<b>Cloud Competency Centre</b>			
2.1	Provision of Security & Risk Advisory Professional Services	<b>Q2 2017</b>	VS#03-G#01	<b>G</b>
2.2	Migrate HEAnet Service to Public Cloud Provider	<b>Q3 2017</b>	VS#02-G#02, VS#03-G#02	<b>G</b>
<b>3.0</b>	<b>Cyber Security Services</b>			
3.1	Establish the feasibility of an Intrusion Detection Service	<b>Q3 2017</b>	VS#01-G#01, VS#05-G#01	<b>G</b>
3.2	Infrastructural VPN Service	<b>Q4 2017</b>	VS#01-G#01, VS#05-G#01	<b>G</b>
<b>4.0</b>	<b>24x7 on-call support extended to additional HEAnet Services</b>			
4.1	P2P Links	<b>OPERATIONAL</b>	VS#01-G#02	<b>G</b>
4.2	eduroam national gateway & HEAnet Managed Radius Services	<b>Q2 2017</b>	VS#01-G#02	<b>G</b>
<b>5.0</b>	<b>HEAnet Advanced Network Services (HANS)</b>			
5.1	RMAN Project Deployment Phases 2-8	<b>31 Dec 2017</b>	VS#02-G#01, VS#05-G#03	<b>G</b>
<b>6.0</b>	<b>Virtual Learning Environment (VLE) Services</b>			
6.1	Learning Analytics for VLE	<b>Q3 2017</b>	VS#05-G#01	<b>G</b>
<b>7.0</b>	<b>GÉANT Cloud Catalogue (IaaS Tender)</b>			
7.0	GÉANT Cloud Catalogue (IaaS Tender)	<b>Q1 2017</b>	VS#07-G#01, G#02, G#03	<b>G</b>
<b>8.0</b>	<b>Provision of a Visitor WiFi Service</b>			
8.0	Provision of a Visitor WiFi Service	<b>OPERATIONAL</b>	VS#05-G#01	<b>G</b>
<b>9.0</b>	<b>High Speed Connectivity to Primary Schools</b>			
9.0	High Speed Connectivity to Primary Schools	<b>Pending DES decision</b>	Digital Strategy for Schools 2015-2020	<b>G</b>
<b>10.0</b>	<b>Annual Review of HEAnet Strategic Plan</b>			
10.1	Annual Review and Renew	<b>Q4 2017</b>	HEAnet Strategic Plan	<b>G</b>

## What's up with the Cloud?

HEAnet is collaborating with other NRENs (National Research and Education Networks) on a pan-European project to help create the right conditions for clients to adopt and consume IaaS (Infrastructure as a Service) cloud services.



A procurement framework for IaaS has been put in place by **GÉANT** on behalf of the pan-European NREN community. This framework addresses key concerns on data privacy, data location and legal due diligence. The framework allows IaaS providers to offer Purchase Order based billing, department billing and volume/price aggregation across Europe. It also includes identity management and direct network connectivity to GÉANT.

There are six Original Infrastructure Providers (OIPs) available within the framework. Four are direct and the other two utilise resellers.

Original Infrastructure Providers	Microsoft Azure Re-Sellers	Amazon Webservices Re-Sellers

For information on how to access the GÉANT IaaS Framework, please contact the HEAnet Brokerage team at [noc@heanet.ie](mailto:noc@heanet.ie)

\*GÉANT is leading collaboration on e-infrastructure and services for research and education [www.geant.org](http://www.geant.org)

### In related news...

HEAnet ran a proof of concept (PoC) project. Cloud Infrastructure for Education Research and Academia (CIERA) for private cloud. The PoC was to evaluate IaaS cloud technologies and the potential for a HEAnet service providing virtual machines for HEAnet clients, their students, researchers and IT departments. However, having evaluated PoC costs and benefits, HEAnet decided that CIERA would not proceed to a production service.

## [www.heanet.ie/store](http://www.heanet.ie/store)

HEAnet have launched an on-line store for students and staff. [www.heanet.ie/store](http://www.heanet.ie/store) is a one-stop shop for software, device and service offers, brokered by HEAnet for students/staff for personal use.

The store validates student/staff ID through Edugate (HEAnet's federated access service) and ensures that HEAnet can broker the best deals with providers. Please make [www.heanet.ie/store](http://www.heanet.ie/store) your first port of call when buying software, devices and services. For more information please contact the HEAnet Brokerage team at [noc@heanet.ie](mailto:noc@heanet.ie)

## What does HEAnet's new network do for you?

The RMAN project (Replacement Metropolitan Area Network) is replacing HEAnet's existing network equipment with Juniper Technology, which supports 100Gbps connectivity.

### Benefits for Clients

Currently, the HEAnet network provides IP transit, point-to-points and multidomain VPN for clients.

**The new network is adding services such as layer 2 and 3 VPNs as well as multiple IP interconnects to this list.**

*Additional benefits for clients can be summarised as follows:*

- Satisfying ever increasing network traffic by updating to a 100Gbps capability network;
- Delivering superior resilience to existing dark fibre infrastructure;
- Facilitating intra-campus connectivity and access to shared ICT services;
- Reducing our carbon footprint on client premises (no. of devices, space and power consumption per bit).

### Deployment

Deployment of, and migration to, the new network equipment is taking place at client sites on a phased roll-out basis, over the next twelve months.

All core PoPs (Dublin Data Centres and Universities)	Early 2017
West and Northwest	Mid 2017
Limerick	Late 2017
Cork and Kerry	Early 2018
Waterford and Midlands	
Dublin	

### Workshops

We are running client workshops in regional areas, to discuss plans for your migration to the new network. We will be in touch shortly to organise arrangements for your local area.

We would like to acknowledge the positive collaboration with DCU, IT Blanchardstown and QQI who took part in the pilot phase and as such, are among the first clients to migrate to the new network. The pilot also facilitated HEAnet's connection to INEX at 100Gbps - the first 100Gbps connection on their network.

EduCampus and eGovernment also took part in the pilot and are ready to facilitate connectivity to client sites. For more information on the deployment schedule and workshops, please contact [noc@heanet.ie](mailto:noc@heanet.ie)

## 24x7 on-call support



The provision of 24x7 on-call support to mission critical services is vital in delivering anytime, anywhere, anyhow access to online services. HEAnet currently provides 24x7 on-call support for P1 issues for the following services:

- IP Connectivity (including DDoS mitigation)
- JAGGER (Edugate Resource Registry)
- HEAnet IdP Services: Hosted/Managed/Standby
- HEAnet Hosted Moodle Service
- Point-to-Point Links (launched 03 Mar 2017)

During 2017 we will be adding 24x7 on-call support for an eduroam national gateway for Managed Radius. **HEAnet defines a P1 issue as,** "a complete loss of service for one client or a major service disruption affecting a large number of clients or users".

A front line engineer and a pool of subject matter experts are on-call outside normal HEAnet business hours (Mon - Fri 09:00 - 17:30) and will respond within 30 minutes.

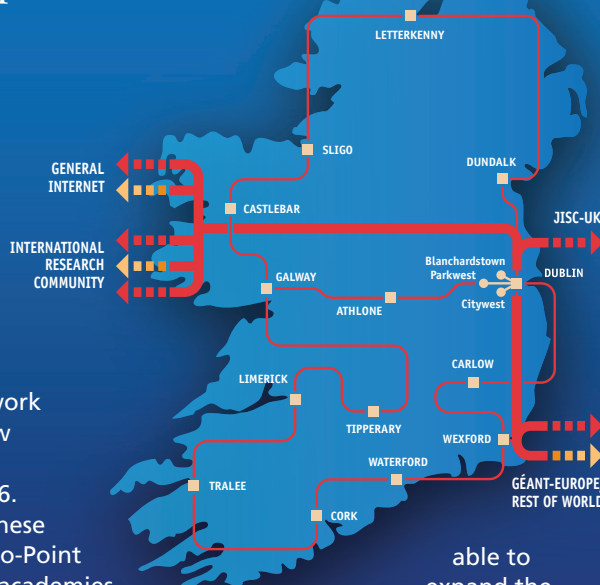
You can contact HEAnet 24x7 on-call support via our regular number +353 (0)1 660 9040. During normal business hours you can also email [noc@heanet.ie](mailto:noc@heanet.ie)

## Standby ADFS Service

Similar to our existing Standby Shibboleth Identity Provider service, Standby ADFS provides an off-campus replica instance of ADFS and Active Directory.

Standby ADFS complements our existing ADFS-Edugate integration service, making it possible for you to consolidate all your federated identity requirements onto a single platform. The service is hosted in one of our Dublin data-centres and connected to the HEAnet network with 24x7 on-call support. For further information on the Standby ADFS Service, please contact [noc@heanet.ie](mailto:noc@heanet.ie)

## Network Operations



The HEAnet network continues to grow with 16 new sites connected in 2016. The majority of these were new Point-to-Point links for medical academies, physics institutes and new campus sites.

Two new members were also connected, *EduCampus Services* (HEAnet's subsidiary company) and the *Education Shared Business Service*.

During 2016 all client IP Services exceeded their SLA. The IP Connectivity SLAs for 2017 are 99.99% for resilient clients and 99.95% for non-resilient clients. A combination of procurement process and regular re-tendering for existing links means we are

able to expand the network in both geographical reach and capacity, to meet the connectivity needs of our clients at the best prices.

The ongoing work to expand the network and its resilience is core to HEAnet goals to ease digital transformation for our clients and provide ubiquitous service levels to users of the network, no matter where in Ireland they may be located.

For further information, please contact [noc@heanet.ie](mailto:noc@heanet.ie)



*Education roaming is a secure federated service that provides free and seamless access to WiFi for staff and students of the education and research community worldwide.*

**HSE** - HEAnet, in collaboration with HSE, is extending eduroam to medical students and staff at all HSE hospitals. Cork University Hospital is the first HSE Hospital to provide eduroam in Ireland.

**24x7 on-call support for Managed Radius** - Our Managed Radius service (centralised authentication for eduroam configuration) will be added to the list of services covered by 24x7 on-call support in the first half of this year. We will be in touch once it goes live.

For further information on these and other eduroam services please contact [noc@heanet.ie](mailto:noc@heanet.ie)

## Visitor WiFi

HEAnet is offering a brokered Visitor WiFi service for our clients through WiFi Spark. Relying on existing client WiFi equipment, visitor WiFi traffic is tunnelled over the HEAnet network to transit via a commercial ISP. 24x7 end-user support for this service is provided by WiFi Spark. For further information, contact [noc@heanet.ie](mailto:noc@heanet.ie)

## HEAnet DDoS Service



In response to the global increase in incidents of Distributed Denial of Service attacks (DDoS), HEAnet

introduced a new DDoS mitigation and monitoring service in 2016.

DDoS attacks are designed to take down web and other online services by bombarding them with very high levels of traffic, or by exploiting software or hardware vulnerabilities. 2016 saw a number of high profile attacks against Irish Government websites, amongst other targets.

This new service is provided by Level 3 (a long-term provider of internet transit services to HEAnet) and combines active monitoring to detect DDoS attacks, with a mitigation service that “scrubs” traffic directed at the affected network and removes any malicious flows.

Managed by the HEAnet NOC, HEAnet's DDoS Service comes with 24x7 on-call support. Clients who wish to discuss DDoS protection, or any aspect of network security, can contact [noc@heanet.ie](mailto:noc@heanet.ie)

## Cessation of HEAnet EduStorage service

We recently informed clients that from Friday, 29 September 2017 HEAnet will cease its EduStorage Service (shared block storage solution).

While there are a number of clients currently using EduStorage, the level of client uptake means that this service no longer represents value-for-money for the entire HEAnet client community. This makes it difficult to secure the future funding necessary to replace the end-of-life hardware platform underpinning the service. We will identify a number of storage options in the marketplace and make this information available to clients in order to assist with your migration to an alternate storage service.

If you have any questions on the cessation of the EduStorage service please contact [noc@heanet.ie](mailto:noc@heanet.ie)

## HEAnet Workshops



HEAnet run a number of workshops every year. These workshops are free and available to all clients.

Workshops scheduled to date:

1. **08 March** - Visitor WiFi (a managed third-party solution with WiFi Spark)
2. **14 March** - Cloud IaaS Framework (details of the GÉANT framework and how you can access it)
3. **16 May** - HEAnet Services Day

For more details on these or any HEAnet workshops, please contact [workshop@heanet.ie](mailto:workshop@heanet.ie) or [noc@heanet.ie](mailto:noc@heanet.ie)

## Attention SAML Users - do you know OpenID Connect?

OpenID Connect is a Single-Sign-On protocol that has some significant advantages over SAML.

It adds an identity layer on top of the OAuth 2.0 authorisation protocol, and is emerging as the preferred SSO protocol for Representational State Transfer (REST) based applications developers as well as mobile app developers.

The protocol is used by MyGovID to provide SSO to government websites and is supported by Google and Microsoft products and services. While the SAML 2.0 protocol is still enjoying a renaissance with SaaS providers and will be around for some time to come, HEAnet is preparing to support OpenID Connect within **Edu@gate** so we can facilitate trust between services and apps that support OpenID Connect and the staff and student identity providers.

For more information on OpenID Connect, please contact [noc@heanet.ie](mailto:noc@heanet.ie)

## Save the date!



If you are interested in any aspect of our National Conference, please contact [conference@heanet.ie](mailto:conference@heanet.ie)

## About HEAnet

HEAnet is Ireland's National Education and Research Network, providing Internet connectivity and associated ICT services to education 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.

You can also follow us on Twitter [@heanet](https://twitter.com/heanet) or visit our Facebook and LinkedIn pages.



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The HEAnet Network Operations Centre (NOC) implements, maintains and supports the HEAnet network with 24x7 on-call support.

## Network Traffic

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

