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Dear Peter

Further to your letter of the 9th September and our meeting on the 19th September with yourself and Chris Sexton, I have enclosed our response to the individual points raised about the future regional delivery of JANET Services:

1. Evidence base for decision making

The JANET internal review has indicated that the current delivery model is only likely to be sustainable if current levels of funding are able to be preserved. A realistic outlook based on discussions with representatives of the funders indicates that they will be asking for savings wherever they can be captured and particularly where it can be done with little impact on the quality of existing service. As well as achieving savings, a more direct relationship with JANET(UK)'s connected customers gives considerable scope for improvement in delivery of service to meet the specific needs of institutions. This gives JANET(UK) the opportunity to greatly increase its engagement with its customers, a desired strategic outcome.

While it would not be prudent to put the actual numbers in the public domain, JANET(UK) is confident that through a more aggregated procurement model savings can be achieved. Conservative estimates indicate that in such a scenario the percentage savings significantly exceed a realistic estimate of possible future funding constraints.

During August and September JANET(UK) has been visiting individual Regional Network Operators for exploratory discussions on the way forward, specifically as appropriate to that region. In the course of these visits the background to and key drivers for the proposed changes have been explained in more detail. Following those discussions and feedback from organisations connected to JANET through a regional network presently managed under the JANET Partner Agreement, JANET(UK) issued a letter (23 October 2009), copy attached, to provide an overview of the results of the consultation and to outline the next steps. JANET(UK) will publish in mid November a "white paper" setting out how we believe the regional delivery model should now evolve and we will include details of the options appraisal we undertook as part of our original review, and a consideration of the regulatory aspects of the evolution we envisage as a result of this consultation. This thinking will also be presented at the JANET(UK) strategic briefing in London on 30 November, with the opportunity for questions and discussion.

2. Assisting HEIs with regional engagement

JANET(UK) recognises that in the changing HEI operating environment institutions have the clear desire to support business and community enterprise. Currently some institutions and Regional Network Operators are engaging in

this activity. However, it is not likely to capture the full benefit of optimisation in terms of cost and service that can be achieved through a more coordinated approach. In JANET(UK)'s new 2010-12 corporate plan to be released later this year, there is the commitment to work with institutions to enable this to happen in an effective and efficient way, thus serving the wider knowledge economy. The overall thrust of this policy is to unify the architecture and operation of the infrastructure but to diversify in terms of regional engagement and institutional stakeholdership. This will include having full-time JANET(UK) representatives embedded in the regional communities who will acquire local knowledge and capture need in order that it can be articulated back to the business for implementation where appropriate. If you have any comments then please contact Shirley Wood, Head of Communications and Support, at JANET(UK).

3. Resilient Connections

Resilience lies in the heart of the JANET promise and it is recognised that the dual resilience over and above centrally funded JISC connectivity is highly valued by institutions. This has been a key topic in the consultations with the Regional Network Operators. JANET(UK) recognises this and provides resilient connectivity to each regional network, and supports and funds resilient regional network infrastructures. Through funding council initiatives JANET has also supported provision of resilient connections to end sites. This provision will continue to be supported subject to the funding being available and resilience will be an on-going area of development both pre and post JANET6 in 2013.

4. Additional Technical Services

JANET(UK) is supportive of the additional technical services offered by some Regional Network Operators and wishes to explore how these can be preserved and indeed offered more widely, whether through the current provider, a third party or by JANET(UK) itself. This is another matter which has been high on the agenda with some Regional Network Operators and will be a significant feature in the on-going negotiations. It is appropriate for JANET(UK), as one of the longest established shared services, to leverage these opportunities to the whole community where appropriate.

5. Meeting Specific Regional Agendas

As mentioned above, JANET(UK) will have regional representation and it is envisaged that specific regional needs will be initially captured through this mechanism such that the full resources of JANET(UK) can be utilised where appropriate.

6. Communication with connected organisations

Emails were sent in July to the nominated management contacts at each site connected to a Regional Network Operator with a covering letter from the CEO and the paper outlining the proposed way forward approved by the JANET(UK) Board. It is recognised that this process did have shortcomings and while many university IS Directors did receive this communication there were some who did not for a variety of reasons. This once again underlines the need for JANET(UK) to be far more effective in its relationship with connected institutions, a key desired outcome of this whole initiative. It unreservedly apologises to any who did not receive the email and JANET(UK) has since worked more closely with UCISA to ensure that communication is more effective, for example through use of the UCISA membership lists.

Yours sincerely

A handwritten signature in blue ink that reads "Tim Marshall". The signature is written in a cursive style with a long horizontal line underneath the name.

Tim Marshall
Chief Executive
JANET(UK)

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