

Minutes of 41st Meeting of the Executive Committee 24th March 2011, 10.30am at University for the Creative Arts, Canterbury

Attendees:

Ian Ellery	IE	Canterbury Christ Church University	
Brian Heaton	BH	University of Kent	
Joel Assaoure	JKA	Canterbury College	
Gavin Hutchinson	GH	KPSN, Kent County Council	
Peter Newton	PN	University for the Creative Arts	
Adrian Bradish	AB	University of Greenwich	
Laura Gallagher	LG	Canterbury Christ Church University	Network Specialist
David Hayling	DH	Canterbury Christ Church University	Network Operations Centre Manager
Paul Kentish (Chair)	PK	Kent MAN Limited	CEO
Jon Aldington	JA	Kent MAN Limited	Business Manager
Liz Pilcher	LP	Kent MAN Limited	Administrator (Notes)

41/1 Introductions and Apologies

41/1.1 *Apologies for absence*

Apologies had been received from, Rob Arnold (Canterbury College), Peter Banbury (KCC) and Ian Rule (Mid Kent College).

41/2 Minutes / Notes

41/2.1 *Minutes of 40th meeting held on 16th December 2010*

The minutes of the last meeting were accepted as a true record and signed by the Chair.

41/2.2 *Notes from the 6th informal meeting held on 10th February 2011*

No omissions or inaccuracies were noted.

41/3 Matters Arising from the Minutes of the 40th Meeting

41/3.1 *[Minute 40/3.6] Update contact details in the Disaster Recovery Plan [PK/LP]*

All updates have been completed.

41/3.2 *[Minute 40/3.8] Provide website link to JANET paper on Sponsored Connections Policy [PK]*

Action completed.

41/3.3 *[Minute 40/3.9] Confirm Unisys Service Desk support for hospice connections JA/PK]*

Action completed.

41/3.4 [Minutes 40/3/12 and 40/6.4] Submit a set of requirements to Unisys regarding a commercial internet feed including billing/capping options [LG/JA]

JA reported that the migration project already included provision of this and no immediate action was required. Discussions will be held with Unisys in the future to look at billing options and this will be a matter for the KPSN. In the short term, Unisys will take over the Orbital contract, but in the longer term Unisys may opt to review this.

(See also Minute 41/10 – Any Other Business).

41/3.5 [Minute 40/3.14] Investigate provision of an interactive area in the Members' part of the website for discussion of ideas concerning the future of the company [PK]

PK reported that he had identified the contact person at CCCU, but had not received a response. It was thought that a third party site might be the solution. GH reported that there is a portal at KPSN and that he would investigate the possibility of setting up a discussion area on Sharepoint. [Action: GH]

41/3.6 [Minute 40/6.1] Send a letter to the University of Greenwich expressing concern and requesting action concerning power supply provision at the Chatham PoP and RNEP [DH]

DH reported that the letter has been sent. AB informed the meeting that he is still gathering information and will respond in due course. (Note: this was discussed further as part of the NOC Manager's Report – Minute 41/6.1).

41/3.7 [Minute 40/6.4] Revisit outstanding Logicalis issues at the next Board meeting [PK]

Action completed.

41/3.8 [Minute 40/7.1] Ensure that updated Risk Register is available in members' area of website [JA/PK]

Action completed.

41/3.9 [Minute 40/7.4] Discuss future provision of point- to- point links with Unisys [JA]

See Minute 41/7.5.

41/3.10 [Minute 40/7.6] Progress resilient links for K College [JA]

Action completed.

41/3.11 [Minute 40/7.7] Devise a proposal for networking all sites of UCA [JA]

See Minute 41/7.5.

41/3.12 [Minute 40/8] Feedback to Board on meeting with Rolly Trice [PK]

Action completed.

41/4 Items passed to the Executive Committee from the previous Board
None.

41/5 Items passed to the formal Executive Committee from the previous informal meeting

41/5.1 *IPv6 Address space (See Minute 41/7.6)*

41/5.2 *Point- to- Point Links (See Minute 41/7.5)*

41/6 NOC Manager's Report

41/6.1 *Report*

The NOC Manager presented a report which covered the period December 2010 to February 2011.

DH confirmed he had written to the University of Greenwich to raise concerns regarding the power supply and is still awaiting a response. AB explained the difficulties with the power supply and the steps being taken by UoG to find a solution to the problem. He will reply to DH letter stating recognition of importance of maintaining a power supply and will report progress to the group. [Action: AB]

DH reported that the link was lost to UCA Epsom campus in January. This was due to a break in the fibre. There had been a similar break at the University Centre Folkestone.

DH pointed out that statistics showed availability of 99.95% in February, and the rolling 12 month mean to the end of February was 99.89%. There had been minor issues with the Orbital link, but these had been of low impact. Looking at the traffic levels to and from JANET, there was surprisingly less of a dip than would normally be expected during the snowy conditions which prevented many people from getting to work.

PK reported that, in response to matters raised at the KPSN Management Board on behalf of the Kent MAN Board, KPSN had requested that the NOC Manager's Reports be sent to Andy Northridge to give an example of the level of reporting that was normal practice for Kent MAN. It was agreed that PK would send copies to Andy Northridge with the proviso that they are commercial-in-confidence and would not be distributed beyond Andy Northridge and his team. [Action: PK]

41/6.2 *Nominated Connection Requests by JANET(UK)*

No requests had been received.

41/6.3 *Other connections*

No other connections are being sought at present.

41/6.4 *Projects*

DH reported that the primary project is the transition to KPSN and all resources are currently dedicated to that aim.

41/7 Business Manager's report

JA informed the group that he is preparing a quotation for Ellenor Lions Hospice. He has also been in detailed discussion with K College and UCA regarding alternatives for the future. He also reported that the closing date for quotations for installation of dark fibre in Canterbury is 6th April.

41/7.1 Risk Register

JA reported that reference to the Wavestream circuits has been removed.

41/7.2 Disaster Recovery Plan

The contact list has been updated.

41/7.3 KPSN Transition Project update

Migration.

JA confirmed that the first site to be migrated will be Canterbury College. A date in April has been scheduled. This is later than originally planned due to delays in ordering and the lead-in time required by BT Openreach. It is anticipated that the last migration will be completed by the end of July, with the exception of the dark fibre ring in Canterbury. Letters have gone out to inform members of plans and orders have been placed for the first eight circuits.

There is an issue with regard to Cisco code in certain routers in KPSN PoPs. Currently it was not possible for them to support both Multicast and Jumbo frames. Although this would not present problems for the migration project, it would need to be resolved to prevent issues in the long term.

JA is keeping in close contact with Unisys to ensure minimisation of risks and to keep the project on schedule. DH reported that the NOC has developed a testing site at the University of Kent, so that they are ready to test as soon as Unisys has finished its work. Once tests are satisfactorily completed, then they will 'go live' at Canterbury College. DH further pointed out that all sites have BT connections, so he does not anticipate any undue difficulties with delivery and installation.

KPSN Core Upgrade to 10Gbps.

JA is also closely monitoring this project and reported that the orders have been placed.

JA said care would be taken in the timing of the de-commissioning of the older equipment to minimise rise of outage on any site.

41/7.4 NOC Contract Review

No serious issues had been raised. JA noted that the usual high quality of service had been delivered since the return of LG from maternity leave

41/7.5 Point to Point Links

JA informed the group that there is still a question of whether Kent MAN should continue to provide these links via its relationship with BT Openreach or whether they should be passed to Unisys. Unisys is able to take this on, but the additional charge is based on a percentage of cost, rather than a flat fee in the case of Kent MAN. Even if Unisys took on the circuits, billing would need to be passed via Kent MAN, but this would add no extra cost for Members. However, Unisys could provide out-of-hours support for the circuits.

JA will continue to work to clarify the question of fault handling.

In discussion the following points were made:

- There is no advantage of linking via the nearest KPSN PoP.
- MidKent College is installing its own point-to-point link using Virgin Media.

- The margin negotiated with Unisys was good value.
- Kent MAN will retain its relationship with BT Openreach, even if the point-to-point links are handed to Unisys.
- It may be possible for EIS to handle fault calls for these circuits.

It was agreed that JA would request more detail from Unisys and report to the next meeting. **[Action: JA]**

41/7.6 IPv6

JA reported that Kent MAN can obtain and allocate blocks of IPv6 address space due to its membership of RIPE. Institutions will need more address space and the following options were outlined:

- Use IPv6 address space allocated by JANET(UK);
- Use IPv6 address space allocated by Kent MAN;
- Operate dual address spaces for particular purposes.

It was noted that, as there is no certainty of the long term future of the company, contingency plans would have to be made to perpetuate the registry function. This could perhaps be hosted by one Member on behalf of all.

JA pointed out that although HE/FE have close ties with JANET(UK) there are some advantages in establishing independence from that body. He cited the example of the University of Kent which has its own IPv4 address space.

It was noted that the registration fee with RIPE of €1300 per year is not expensive for administration of the service. DH pointed out that having a JANET(UK) certificate is the jewel in the crown. At present JANET(UK) is stable and provides a good quality service. It was noted that it may be necessary to renumber IPv6 addresses if the provider ceases to function.

DH agreed to contact Tim Robinson and report on what a large network such as Net NorthWest is doing. **[Action: DH]**

JA agreed to raise this issue at the KPSN Management Board meeting. **[Action: JA]**

41/8 Termination of JPA: Future plans for Kent MAN Ltd

41/8.1 Proposals for renaming the company

To reflect the restructuring, a working name of 'Beisa Limited' had been used. A working group of Board members had met and prepared a paper proposing the vision for the restructured company.

After discussion it was agreed to update the fourth vision bullet point to include "enable". It will now read: 'To develop, enable and provide shared services...'.

Under the section on Organisational Structure it was agreed to specify that a non-executive Board should meet at least annually and that a smaller management team would meet more frequently.

Although becoming a Community Interest Company may be possible in the future, it was decided to remain as a Company Limited by Guarantee to avoid complicating the restructuring process unnecessarily.

PK will work with JA and IE to prepare a draft Business Plan for the next Board meeting. **[Action: PK/JA/IE]**

Although the company could be considered as a Social Enterprise, it was agreed to review this at a later date.

The Renaming of the company and updating of the Articles will be carried out at a Board meeting by two resolutions. It is imperative to decide on a new name sooner rather than later, so that domain names and a website can be established. Draft revised Articles should be taken to the next board meeting in May 2011. IE reported that CCCU must know the date of transition as three months' notice must be given to staff. Therefore a decision at the May meeting of the Board would be required.

PK agreed to make a note of changes suggested by members and revise the document accordingly. **[Action: PK]**

41/8.2 Draft Job Descriptions for General Manager and Administrator

Arrangements for the staff are in progress. Job descriptions have been prepared and graded. CCCU HR has proposed that the grades remain the same as for the existing posts. Members of the Committee were asked to review the Job Descriptions and report any perceived errors to PK as soon as possible. **[Action: All]**

41/8.3 Draft Arrangements with CCCU for hosting the company from 1st October 2011

IE tabled a first draft of this paper. It had not yet been seen by senior management in CCCU. More work was required to establish costs.

The document set out some general terms, followed by three separate services:

- Hosting the company (Service 1);
- Providing website services and support (Service 2);
- Providing consultancy for Members (Service 3).

Although CCCU would be providing Service 1, it was open for Members to bid for services 2 and 3. Service 2 (the website) could be hosted by a third party.

With respect to costs, it was suggested that CPI should be used in place of RPI. The costs that had been estimated would need further consideration. It was agreed that IE would meet up with PK and JA to progress matters. **[Action: IE/PK/JA]**

Comments from members were also invited and should be made by 6th April at the latest to allow time for a new draft of the document to be prepared for the Board meeting on 5th May. **[Action: All]**

41/9 Plans for future Informal Executive Meetings

It was agreed that each informal meeting would be reviewed as it came up in the calendar and a decision made whether to continue or cancel on each occasion. It was therefore agreed that, as present focus is concentrated on the progression of the migration, the next Informal Executive Meeting scheduled for 19th May 2011 would be **cancelled**. PK will update the website and meeting calendar. **[Action: PK]**

41/10 Any Other Business

41/10.1 CCCU Business School Course – Certificate in Shared Services.

It was agreed that this course would benefit the Business Manager. JA will look into the content of the course to ensure this would enhance his skills. [Action: JA]

41/10.2 Commercial Internet Feed.

Discussion followed information that JANET(UK) had adopted a new approach that included commercial work that was in support of the business of the connected site. There are case studies to assist members in indentifying when this is appropriate, however it was noted that rules are open to interpretation. Information can be viewed on the JANET(UK) Website and PK will provide a link from the Members' Area of the website. [Action: PK]

41/11 Items for consideration by the Kent MAN Limited Board (Next full meeting 5th May 2011 at Oakwood Park, Maidstone)

- Restructuring of Kent Man Limited
- Hosting of Kent Man Limited
- Job Descriptions for staff of Kent Man Limited
- Certificate Course in Shared Services for Business Manager

41/12 Identification of reserved items

41/13 Date and time of next meetings

41/13.1 Informal Executive Meeting

The meeting scheduled for Thursday 19th May has been cancelled

41/13.2 Formal Executive Meeting

Thursday 16th June 2011, venue to be notified

The CEO closed the meeting at 12:58pm.

Actions

Minute	Action	By whom
41/3.5	Investigate possibility of providing a discussion area via Sharepoint on KPSN portal	GH
41/6.1	Response to be made by UoG with respect to maintenance of power supply at Chatham RNEP	AB
41/6.1	Provide NOC Manager's reports to Andy Northridge on a commercial-in-confidence basis	PK
41/7.5	Contact Unisys to clarify situation regarding Point to Point Links	JA
41/7.6	Contact Tim Robinson to research IPv6 activity by other networks	DH
41/7.6	Raise issues relating to introduction of IPv6 at the next KPSN Management Board meeting	JA
41/8.1	Prepare a draft Business Plan for the next Board meeting	PK/JA/IE
41/8.1	Update document on restructuring the company	PK
41/8.2	Report any errors in draft Job Descriptions to PK as soon as possible	All
41/8.3	Update the paper setting out arrangements for hosting of the company by CCCU and providing website and consultancy services	IE/PK/JA
41/8.3	Provide comments on hosting paper to IE by 6 th April	All
41/9	Update website and meeting calendar following cancellation of next informal executive meeting	PK
41/10	Review content of Certificate in Shared Services course for suitability	JA
41/10	Provide link to JANET(UK)'s Business and Community Engagement information in the Members' Area of the website	PK