



LeNSE Operations Handbook

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LeNSE

LeNSE (Learning Network South East) is JANET(UK)'s Regional Network Operator (RNO) in the South of England. The primary purpose of the LeNSE network is to provide access to the national JANET network for nominated HEI, FEI, NERC, ACL and research organisations across the central South of England.

The network is operated and managed by LeNSE Limited under the JANET Partner Agreement (JPA) contract (<http://www.ja.net/services/connections/janet-sites/mans/index.html>) and is primarily tasked with providing connected organisations with an IP service as defined in the contract's Service Level Agreement. In addition to the JPA contract LeNSE provides a full 24x365 help desk and monitoring service to all connected organisations. Alcatel-Lucent provides the 24x365 help desk network monitoring service under contract to LeNSE.

Fault Reporting Procedure (24 x 365)

Any site representative within each connected organisation designated to liaise with LeNSE on operational matters (known hereafter as the "site contact") can use the following contact details to report a suspected fault with their institution's JANET link. Please note that both telephone numbers and both email addresses can be used:

Alcatel-Lucent GNOC

Tel: 01793 775 630

Tel: +48 (52) 349 2501

Email: service@lense.ja.net

Email: LeNSEgnoc@alcatel-lucent.com

When reporting a suspected fault or incident, please state your institution, your name and confirm your contact details.

Incident Ticket Handling

In the event of an incident which causes the total failure of an organisation's JANET service, a priority incident ticket will be assigned by the LeNSE help desk. Each incident will be allocated a unique AR (Assistance Request) number which the site contact may record for subsequent reference. The target time to repair such priority incidents is normally five service hours from the time the incident is first logged by the help desk. However, in cases where a service outage is due to a supplier's damaged optical fibre cable, then the target time to repair is 18 hours.

Note that in cases where LeNSE repair engineers need physical access into a nominated organisation's site, any delays caused by the site contact which result in site access being delayed or refused will affect the overall repair time. Such delays will not count against LeNSE or its repair engineers.

The LeNSE help desk aims to keep the site contact updated at suitable intervals on the progress of fault resolution throughout the repair period. Site contacts should refrain from trying to escalate repairs during these target repair periods.

Incident Ticket Escalation Procedure

Should the service fail to be restored within the target repair times stated above, the site contact may choose to use our escalation procedure. Please remain calm, methodical, and professional when using this process.

The site contact may seek information on a priority incident by escalating calls to the following Alcatel-Lucent contacts, in the order tabled below. Depending on the circumstances, it is suggested that periods of up to one hour are left before escalating to the next Alcatel-Lucent contact level.

Escalation level	Name of contact	Telephone number	E-mail
1	GNOC Help-desk	Tel +48 52 349 2501	LeNSEgnoc@alcatel-lucent.com
2	Duty Manager	via GNOC Help Desk	gnocpldutym@alcatel-lucent.com
3	Tom Beardshall	Tel: +48 502 407 452	tom.beardshall@actel-lucent.com
4	Maciek Rutkowski	Tel: +48 502 407 582	maciej.rutkowski@alcatel-lucent.com

Escalation via LeNSE Staff

In extreme situations, such as communications to the Alcatel-Lucent GNOC not functioning properly, or if the resolution of your service problem is not being addressed to your satisfaction, the site contact may contact LeNSE staff as indicated;

Escalation level	Name of contact	Telephone number	E-mail
1	LeNSE Technical Manager: Ewan Quibell	Tel: 01903 262220 Mob: 0792 004 5093	ewan.quibell@lense.net.uk
2	LeNSE CEO: Mike Byrne	Tel : 01489 788614 Mob : 0778 693 3283	mike.byrne@lense.net.uk

LeNSE Complaints Procedure

The aims of the LeNSE complaints procedure are:

- a. To acknowledge complaints and provide a reference number within four working hours;
- b. To resolve the complaint within 5 working days;

Complaints should be sent by email to complaints@lense.net.uk or in writing to:

Chief Executive Officer
LeNSE Ltd.
Brooks Green House
Brooks Green
Nr. Horsham
West Sussex
RH13 0JN

The complaint should include the following information:

- Contact details of the person reporting the complaint
- Full details of the complaint and any relevant material associated with the complaint

LeNSE Ltd. will acknowledge receipt of the complaint and the Chief Executive Officer will make a full investigation and consider all relevant information prior to providing a formal response. LeNSE Ltd. will aim to resolve the complaint within five working days.

If after this period the complaint has not been resolved to the customer's satisfaction, the

customer may then wish to approach the Chairman of the Board of LeNSE Ltd. Pending a further investigation the Chairman will then make a formal response within five working days.

LeNSE Web Site

Further information about LeNSE including contact details, news and updates, and the fault reporting procedure can be found at:

<http://www.lense.net.uk>

<http://www.lense.ja.net>

LeNSE Network Scheduled Maintenance

From time-to-time, scheduled maintenance is necessary on the LeNSE core network. All scheduled maintenance will be authorised between LeNSE staff and Alcatel-Lucent. Any scheduled maintenance affecting JANET services will be notified to the designated site contacts at all LeNSE connected institutions and JANET Operations, currently at least 10 working days in advance of the planned work.

The maintenance will be scheduled during the well-known JANET 'schedule maintenance' period on Tuesday mornings between 07:00 and 09:00. Occasionally un-scheduled emergency repairs or upgrades may have to be performed outside these scheduled periods, but LeNSE will do its utmost to minimise service downtime to users.

LeNSE Netsight Monitor

JANET(UK) supplies the UK regional network operators with a network monitor for use by JANET users. These monitors provide a real-time status view of the JANET backbone, external links to the Internet (USA, Europe), and all UK regional networks. The LeNSE Netsight network monitor has been configured to show the network status of our specific LeNSE sites. For the top-level view of these status reports, see:

<http://netsight.ja.net/Public/TrafficLights.aspx?PageId=61>

LeNSE designated site contacts, using their JANET(UK) assigned read-only username and password, may log onto the next level at this site to view specific usage and performance statistics about their institutional LeNSE link to JANET. These statistics include service availability status, reliability and latency measurements, which are graphed separately over the last 24 hour, 7 day and 30 day periods.

Information on JANET Services

This is the LeNSE Operations Handbook. It is not intended to replicate the general information about JANET services which may be found in your JANET Operations Handbook or at:

<http://www.ja.net/services/index.html>

JANET Service Desk

Problems with JANET services or with site "B-end" routers provided by JANET(UK) will be reported to the JANET Service Desk. The JSD is staffed between 07:00 and 23.59 from Monday to Friday. An answering machine is in operation outside these hours.

Contact details for the JSD:

Web: <http://www.ja.net/services/contact.html#ServiceDesk>

E-mail: service@ja.net

Telephone:

0300 300 2212 (from UK)

+44 1235 822 212 (outside UK)

Fax:

0300 300 2213 (from UK)

+44 1235 822 399 (outside UK)

Post:

JANET Service Desk

JANET(UK),

Lumen House,

Library Avenue,

Harwell Science and Innovation Campus, Didcot,

Oxfordshire,

OX11 0SG

JANET CSIRT (Computer Security and Incident Response Team)

JANET connected HEI, FEI and other organisations should already have their own JANET CSIRT contact and internal security procedures, and are therefore already familiar with liaising with JANET CSIRT on JANET related security incidents without reference to LeNSE. The following reference material is available to all JANET customers:

<http://www.ja.net/services/csirt/index.html>

Contact details for the JANET CSIRT team:

Email: irt@csirt.ja.net

Telephone:

0870 850 2340 (from UK)

+44 1235 822 340 (from outside UK)

Fax:

0870 850 2341 (from UK)

+44 1235 822 398 (from outside UK)

JANET CSIRT Service Hours

08:00 to 18:00 Monday to Friday (exceptions below)	Full service	JANET CSIRT will respond to e-mail, telephone and fax within one hour.
18:00 to 00:00 Monday to Friday 09:00 to 17:00 Saturday and Sunday (exceptions below)	Reduced service	JANET CSIRT will respond to telephone calls within two hours. Incoming calls are normally routed through an answering service.

WARNING - CSIRT blocking of your internet connection: CSIRT reserves the right to block your institution's access to the global internet from JANET if you have failed to act on its request to address a local security incident under your control. If this happens you should warn your LeNSE Help Desk immediately in order to avoid unnecessary diagnostic investigations.

Relationship & Responsibilities of LeNSE Partners

JANET(UK)

LeNSE operates under contract to JANET(UK) to provide JANET services to those Nominated Organisations in the South of England. JANET(UK) provides management and maintenance of non LeNSE HEI member site routers, as well as the JANET Service Desk and management, monitoring and fault rectification of the SuperJANET5 backbone.

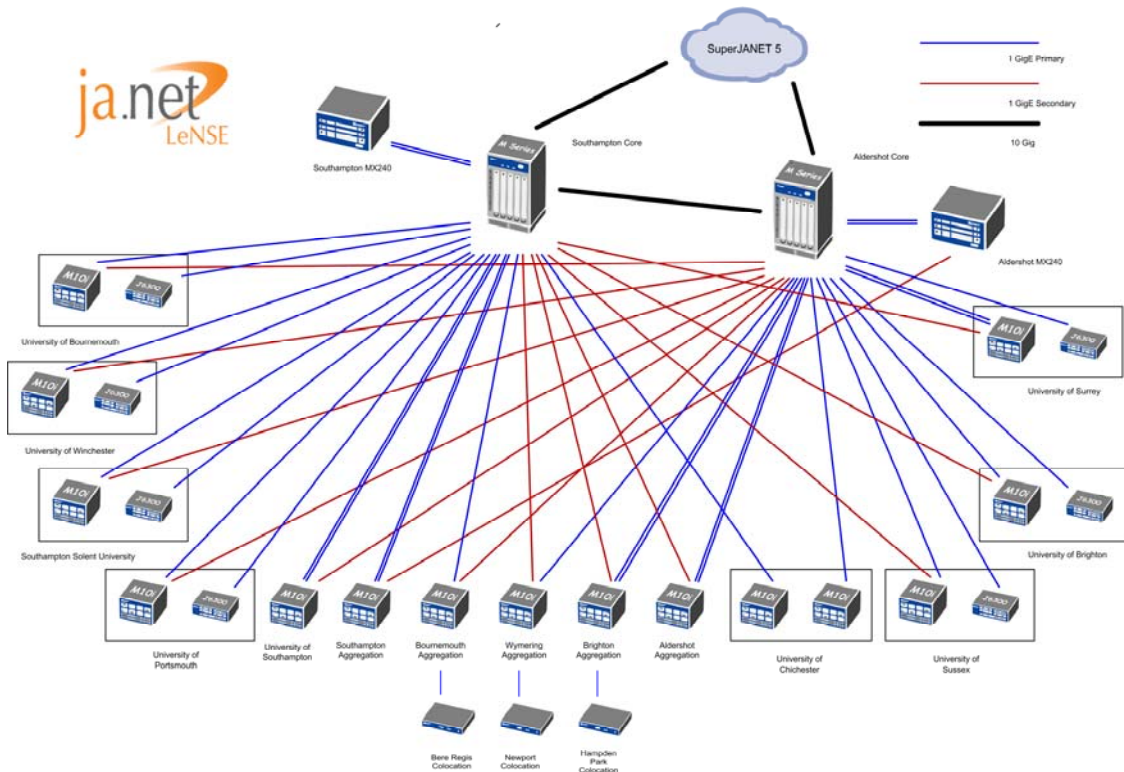
Alcatel-Lucent

Alcatel-Lucent Technology Ltd. is responsible for the management, monitoring and fault rectification for the LeNSE network from its Global Network Operations Centre (GNOC) located at Bydgoszcz, Poland, along with spares holdings and technical manpower based in the UK.

SSE Telecoms

SSE Telecoms is responsible for the provision of the transmission infrastructure of the core LeNSE network, the provision of the LeNSE POPs via a co-location and provision of circuits to LeNSE Nominated Connections.

LeNSE Network Overview



The network consists of an IP router network supported by an underlying transmission infrastructure served from a number of regional Points of Presence (PoPs) which are co-located in SSE Telecoms facilities. The IP network is designed as a dual-homed star topology for resilience and consists of two Juniper M120 'core' routers located at our Aldershot and Southampton core PoPs. Connected to these M120s via Gigabit Ethernet circuits are Juniper M10i 'access' routers located at our nine HEI member sites. There are a further five main aggregation PoPs at Aldershot, Bournemouth, Brighton, Portsmouth and Southampton for distributing 10/100Mbps access circuits to FEI/other customer sites. Additional regional coverage is provided by BT WES Gigabit Ethernet circuits which connect three additional BT co-location facilities at Bere Regis, Hampden Park and Newport.

Resilient connectivity to the national JANET network is provided via 10Gbps SDH circuits from our Aldershot and Southampton C-PoPs to the SuperJANET5 PoPs at Bristol and London. These C-PoPs are also known as JANET Regional Entry Points (RNEPs).

The core transmission infrastructure uses Zhone WDM equipment managed by SSE Telecoms under contract to LeNSE Limited, and is based on a figure of eight optical fibre infrastructure across the region which is dedicated to LeNSE, and this provides multiple point-to-point Gigabit Ethernet circuits. Redundancy in the core transmission network is achieved by using east and west facing WDM components running around the fibre paths and presenting Gigabit Ethernet circuits between the LeNSE core and access routers.

The access transmission infrastructure for lower bandwidth circuits to our FEI/Other customers uses non resilient BT WES Ethernet and/or SSE Telecoms Ethernet point-to-point circuits.