

JANET Technology Advisory Services

Uniquely among Internet Service Providers, JANET offers a wide-ranging advice and guidance facility for its customers, the JANET community. The services are free and provide access to expert knowledge in technology areas as diverse as videoconferencing and inter-site connectivity. The aim is to promote best practice and maximise the effectiveness of these technologies.

All JANET advisory services are customer-focused, with requirements determined by seeking opinions and feedback from the community. Each service provides the following features:

- free advice and guidance for the planning and implementation stages of projects
- best practice guides to ensure maximum effectiveness of investment
- generic advice through publication of case studies and technology factsheets
- dedicated web sites packed with information and useful links
- product evaluations
- input into JANET training course and conference planning
- facilitating access to chargeable consultancy services.

At the present time the following elements are available:

- bandwidth management and network traffic control
- multi-site connectivity
- video technologies
- voice technologies on IP networks.

Bandwidth Management Advisory Service

The Bandwidth Management Advisory Service (BMAS) provides information and advice to JANET-connected organisations to help them maximise the efficiency of their bandwidth resources. The advice can cover topics such as guidance on the use of bandwidth management technologies and associated issues, or evaluation of relevant products and services.

Advice is available through the JANET Service Desk and via the BMAS web site. The web site provides a comprehensive information resource with reports, feedback, guides and links to external resources, making it the first stop for network bandwidth information for the JANET community. Details of the service can be found at:

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

Multi-site Connectivity Advisory Service

The Multi-site Connectivity Advisory Service (MCAS) provides advice and guidance to JANET-connected organisations on inter-site connectivity issues beyond their main links to JANET. The service provides independent technical support to organisations wishing to connect or upgrade data links between campuses and to remote centres. Advice can be given on technologies available and their suitability for a particular situation. The service can also put enquirers in contact with expert advisors and suppliers, and publishes technical information and case studies. Details of the service can be found at:

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

Video Technology Advisory Service

The Video Technology Advisory Service (VTAS) provides unbiased technical advice to JANET-connected organisations. VTAS conducts detailed evaluations of conferencing products for use over ISDN and IP and also develops documentation for end-users and technical staff. The service provides access to a team of experienced video technology advisors, with an on-site consultancy service available for organisations requiring specific detailed advice. VTAS also offers an online videoconference test and demonstration facility. Details of the service can be found at:

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

Voice Advisory Service

Wide-ranging and vendor-independent advice on all aspects of VoIP (Voice over IP) and IP Telephony technologies and implementation is available from the JANET Voice Advisory Service. Areas in which the service is able to provide independent technical support to organisations include:

- interconnecting traditional PBX equipment over network links using IP
- implementing IP telephony
- utilising VoIP in the form of AOL®, MSN®, Google Talk™, Skype™ etc.
- connecting to an ISP PSTN gateway service.

The e-mail/telephone advisory service is free for JANET customers, but a chargeable consultancy brokering service is also available for in-depth support. Details of the service can be found at:

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

Wireless Technical Advisory Service

This service is available to academic and research organisations and provides unbiased expert advice on a wide range wireless technologies and their implementation. Typical areas covered are:

- security techniques
- surveying and monitoring
- WLAN management
- standards and technologies
- user support models.

Key features of the service include:

- Free access for JANET customers
- E-mail/telephone advice and guidance on planning and implementation of wireless technologies
- Technical documentation and case study publication
- A chargeable consultancy brokerage service for in-depth support (subject to availability).

Contact Details

Advice is provided for all services through the JANET Service Desk. Simply e-mail or telephone with your question and state the advisory service you require.

Telephone: 0870 850 2212
E-mail: service@janet.ac.uk