



For Research and Education Networking

Services Strategy/Portfolio

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Overview



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Introduction

2

Services

3

Implementation

4

Conclusion

Introduction



- ☐ Plan of action for execution
 - ☐ *Determine the kind of services to be offered*
- ☐ Service value
 - ☐ *Define the services*
 - ☐ *Create and deliver value*
 - ☐ *Identify opportunities for services*
 - ☐ *Work out a service provision model*
 - *Purpose, Scope, Delivery & Funding*
- ☐ Services strategy
 - ☐ *First stage of the services lifecycle*

To aid the UbuntuNet Alliance in strategic decision making, planning and service delivery for future and long-term success

Introduction...

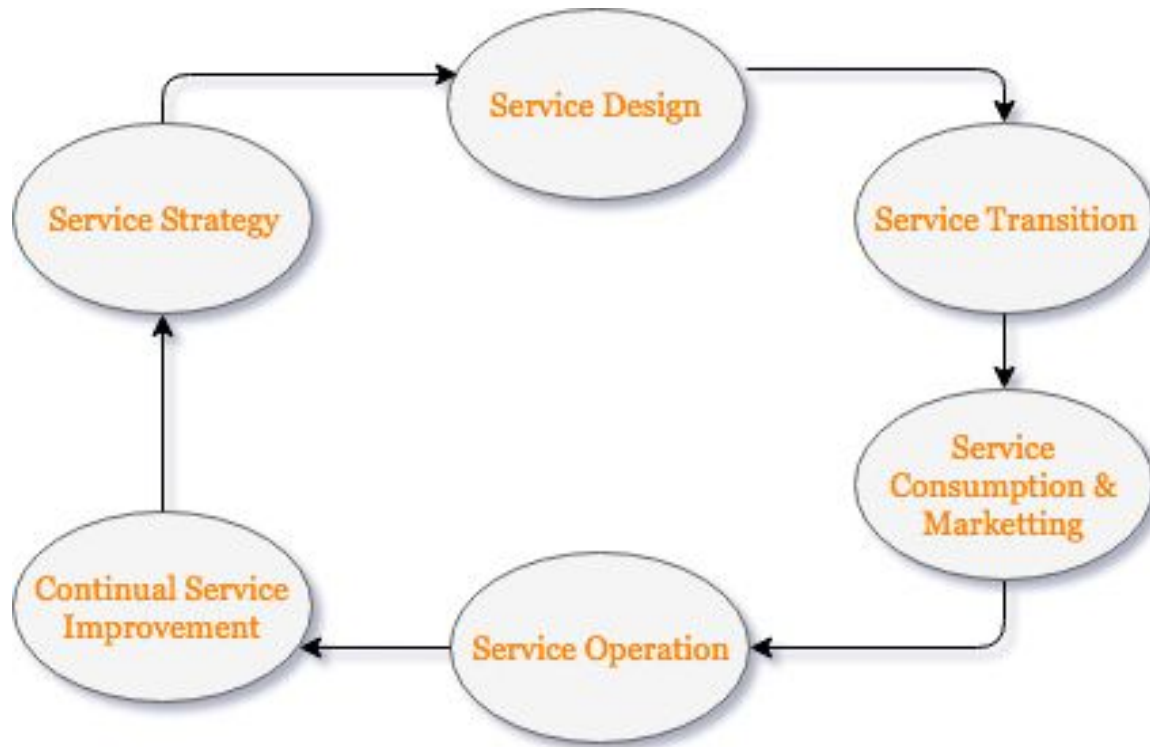


Figure 1: Services Lifecycle (ITIL v3)


Services



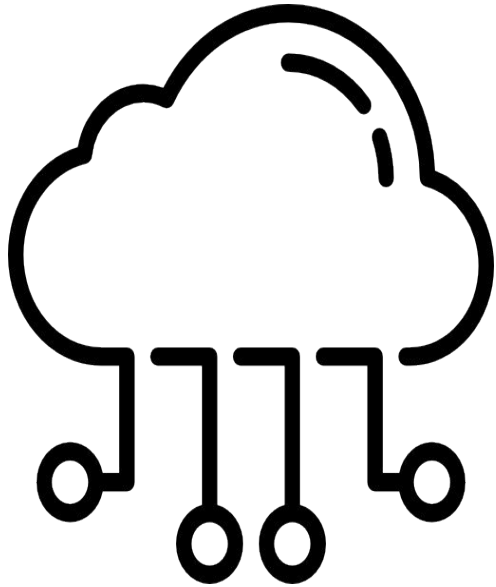
- ▢ Connectivity
 - ▢ *Service providers significantly dropping costs*
- ▢ Beyond Connectivity
 - ▢ *Value added services (distinction from other commercial service providers)*
 - ▢ *Connectivity ⇒ Infrastructure support*
- ▢ Why?
 - ▢ *Competitive edge over other providers*
 - ▢ *Value for membership*
 - *Subscription (current)*
 - *Join (prospective)*

A. Trust & Identity Services



- ▣ Managed Identity Service
 - ▣ <https://eduid.africa/>
- ▣ eduroam
 - ▣ Regional Proxy Server (RPS) - with WACREN
 - ▣ Federation Level radius servers (quick setups)
 - ▣ Support rollout of eduroam in the UA region
 - SomaliREN
 - MAREN
- ▣ Federation services
 - ▣ eduid.africa 
 - ▣ Support for federation setup → eduGAIN
 - KENET
 - EthERNET
 - TERNET

B. UA Cloud & Storage Services



- ☐ Cloud (infrastructure support)
 - ☐ *Enabler for digital revolution* → HPCs
- ☐ Infrastructure as a Service (IaaS)
- ☐ Heavy Files Transfers (HFTs)
- ☐ Cloud File Storage (UA Drive)
- ☐ Web, email & DNS hosting
- ☐ Virtual Labs
- ☐ Mirror Services
- ☐ Software as a Service (SaaS)
 - Managed IdP Service

C. Collaboration & Learning




- Invest in collaboration tools to support learning
- eLearning (UA Learn)
 - Managed LMSs
 - CEDIA collaboration
- Video & web conferencing solutions (UA Meet)
 - Big Blue Button (BBB)
 - Hosted
 - Zoom
 - Hybrid
 - eduMeet
 - Hosted
- Integrations
 - LMS, Federation & Video/Web conferencing





C. Collaboration & Learning

	eduMeet	Zoom	Big Blue Button
Application Type	On-prem	Cloud (some local parts)	On-prem
Web	Yes	Yes (app preferred)	Yes
Webinar	No	Yes	No
Video resolution	4K	HD	HD
Call Recording	No	Yes	Yes
eduGain Login	Yes	Yes	No
LMS Integration	Yes	Yes	Yes
Screen Sharing	Yes	Yes	Yes
Users	100*	1000*	100*
Cost	Free	Licensed-based	Free

C. Collaboration & Learning...

UA Meet



   [Logout](#) 

[Sign in](#) [Sign up](#)

Room name

Your name

Choose Media

[JOIN](#)

D. Brokerage



- ☐ Power of numbers/volumes
- ☐ Anti-plagiarism tools
 - Ouriginal
- ☐ DOI services
 - Datacite
- ☐ Cloud Services
 - AWS, Google Cloud
- ☐ Video Conferencing
 - Zoom
- ☐ Online Security
 - Cloudflare

E. Monitoring & Support



- Monitoring
 - Service availability & usage metrics
 - Network
 - Services
- Capacity Building
 - Workshops
 - Deploying an NREN cloud
 - edu* trainings
 - Trust & Identity (1 month)
 - Webinars (Monthly)
- Support
 - Online

F. Cybersecurity



- ▣ Cyber threats on the rise
 - ▣ Need for a host of services to help detect and mitigate security threats
- ▣ Services
 - DDoS detection & mitigation
 - Flow Monitoring
- ▣ Regional CSIRT teams
 - NRENs
- ▣ Security Operations Center (SOC)
 - Planned
- ▣ Cybersecurity checklist
 - Team

Conclusion



Services to inform the services portfolio



Services are either free/revenue-based

- Revenue-based → value, competitive
- Free → Value



Six categories of services

- Trust & Identity
- Cloud
- Collaboration & Learning
- Brokerage
- Monitoring & Support
- Cybersecurity



Priorities

- Immediate term
- Infrastructure & Capacity
 - Implement
 - Manage