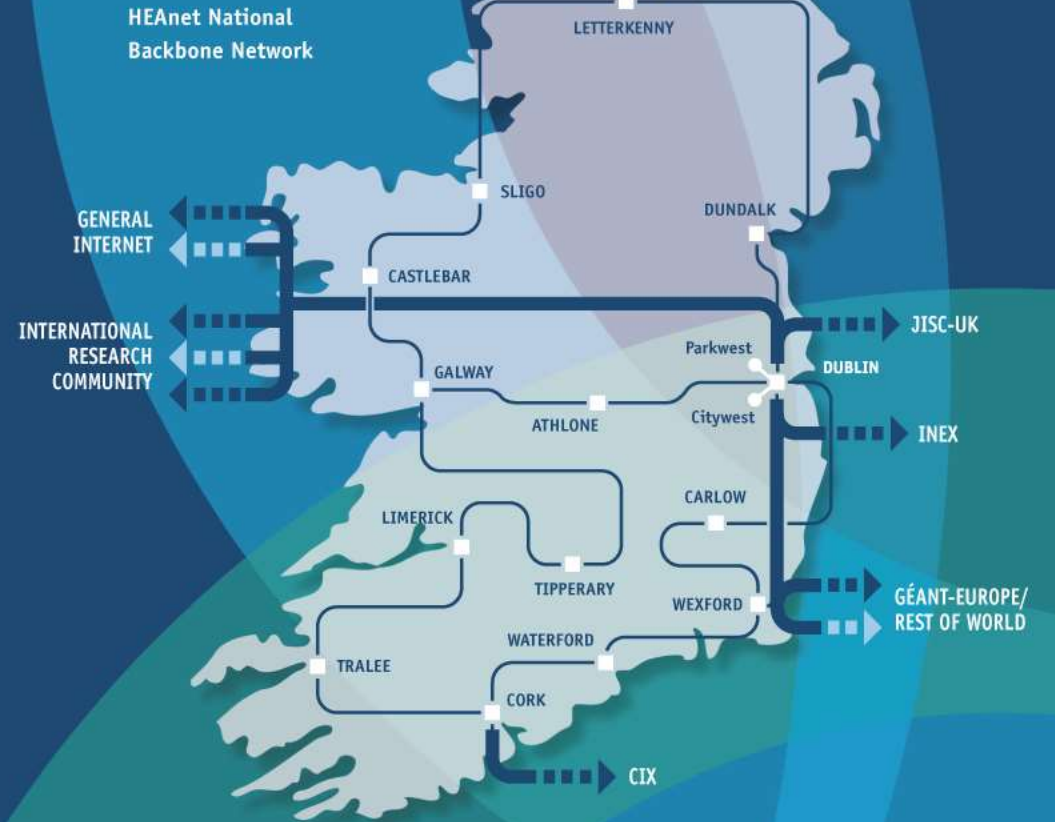




HEAnet Overview for the EAPConnect Project

September 2023



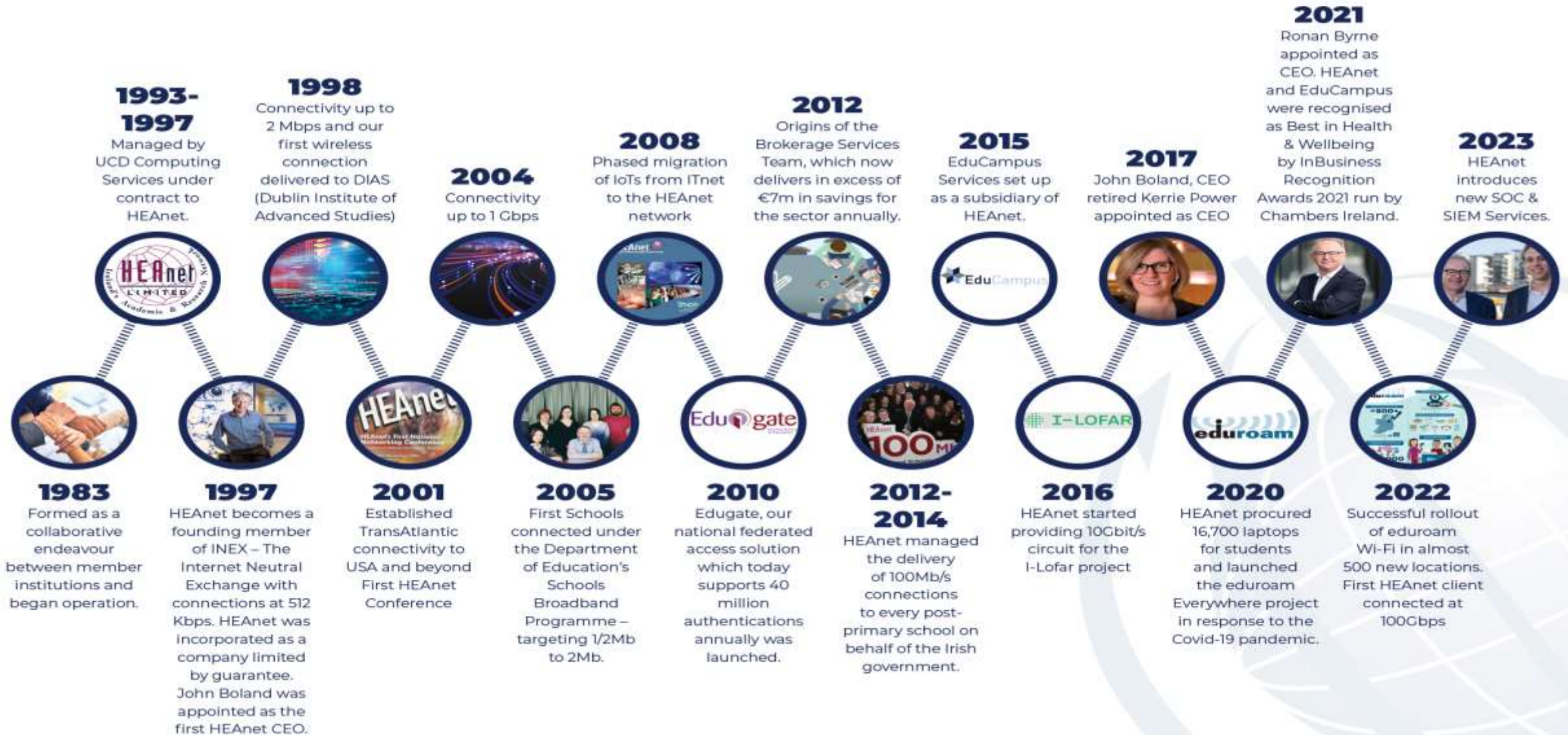


Introduction

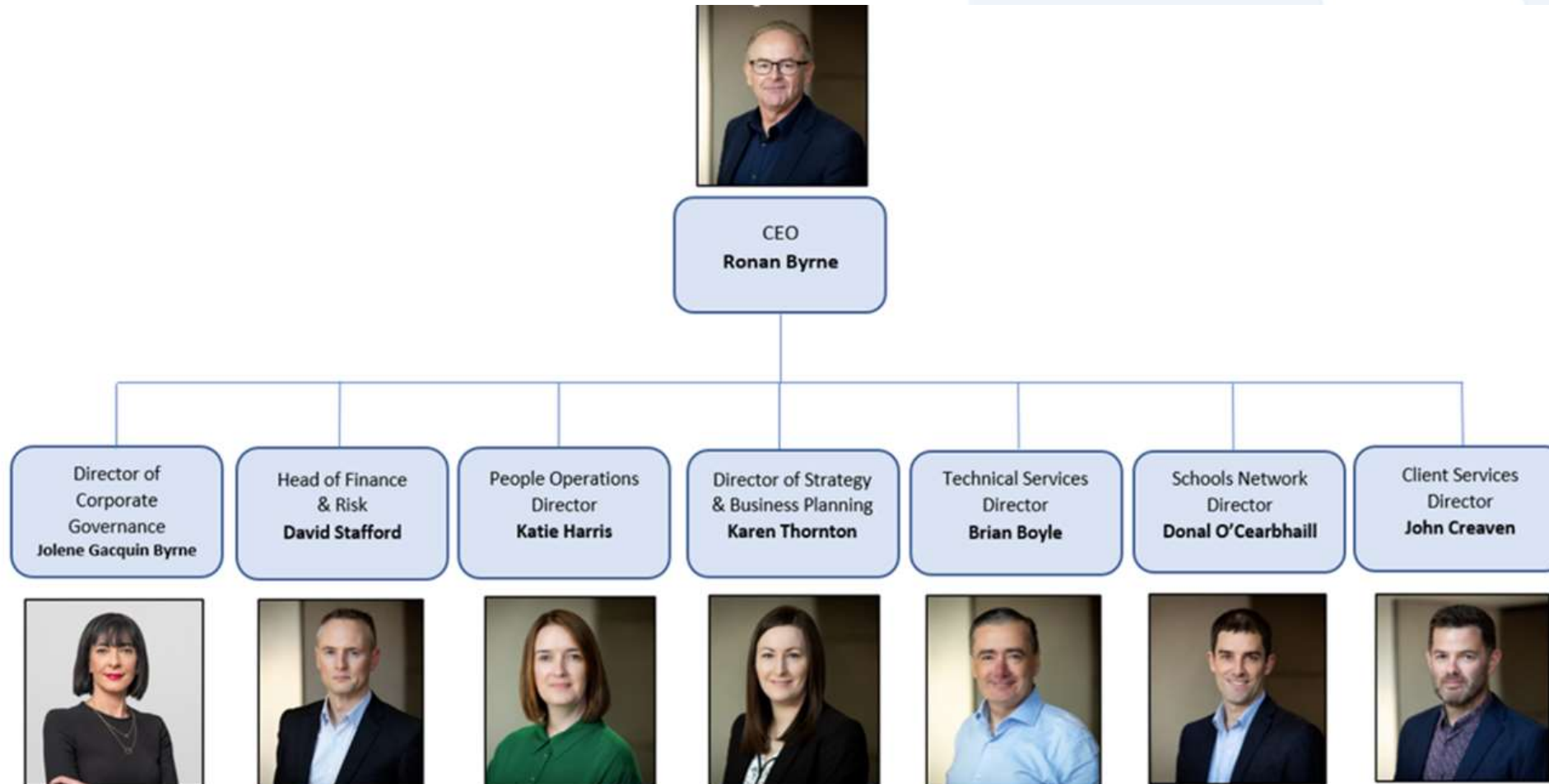
- HEAnet is a provider of critical ICT services which are fundamental to the daily operation of our Universities, Institutes of Technologies, other colleges, research organisations, and schools
- HEAnet is Ireland's National Education & Research Network
- Set up in 1983 as a collaborative body by the seven Irish Universities & The Higher Education Authority
- Incorporated in 1997 as a registered charity
- Funded primarily by the Department of Education and Department of Further and Higher Education, Research, Innovation and Science in Ireland
- We procure and manage ICT services on behalf of the entire sector
- Our collective strengths allow us to provide services more cost-effectively than Higher Education Institutions and Schools procuring themselves
- Shared services model leverages economies of scale, economies of knowledge, economies of integration
- HEAnet saves approximately €20 million for the sector annually in Ireland
- Parent of EduCampus Services subsidiary company that provides managed SaaS services to sector
- <https://www.heanet.ie/our-history>



HISTORY TIMELINE



HEAnet Senior Management Team



Governance & Compliance

Companies Act Compliance

Charities Code Compliance

Governance of State Bodies Compliance (partial)

Performance Delivery Agreement with the Government



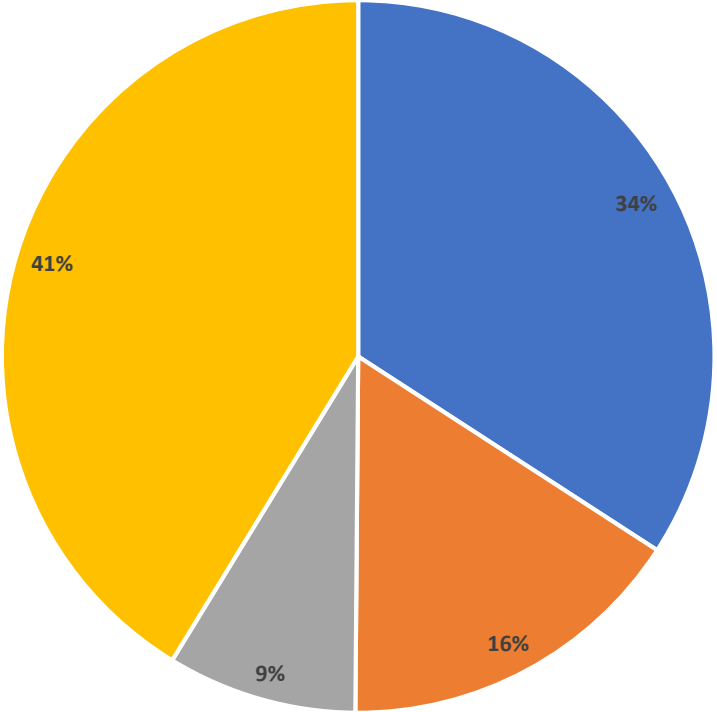
Governance & Compliance

- HEAnet is a Company Limited by Guarantee and Not Having a Share Capital
- EduCampus Services is a subsidiary Company and is a Designated Activity Company, with 92% of its share capital held by HEAnet
- Both Companies have charitable tax status and are registered with the Charities Regulator

Governance & Compliance

- HEAnet and EduCampus each have a Board of Directors
- The Boards of HEAnet and EduCampus Services share four standing Group committees:
 - Group Audit & Risk Committee
 - Group Finance Sub-Committee
 - Group Nomination Committee
 - Group Remuneration Committee

Funding



A 5-year budget forecast is submitted annually to the Government, to provide visibility of future expenditure

■ Government Funding ■ Client Membership/Contribution Fees ■ Chargeable Client Services ■ Schools

Who we serve

Universities



Technological Universities & Institutes of Technology

Third-Level Colleges & ETBs



4,000 Schools

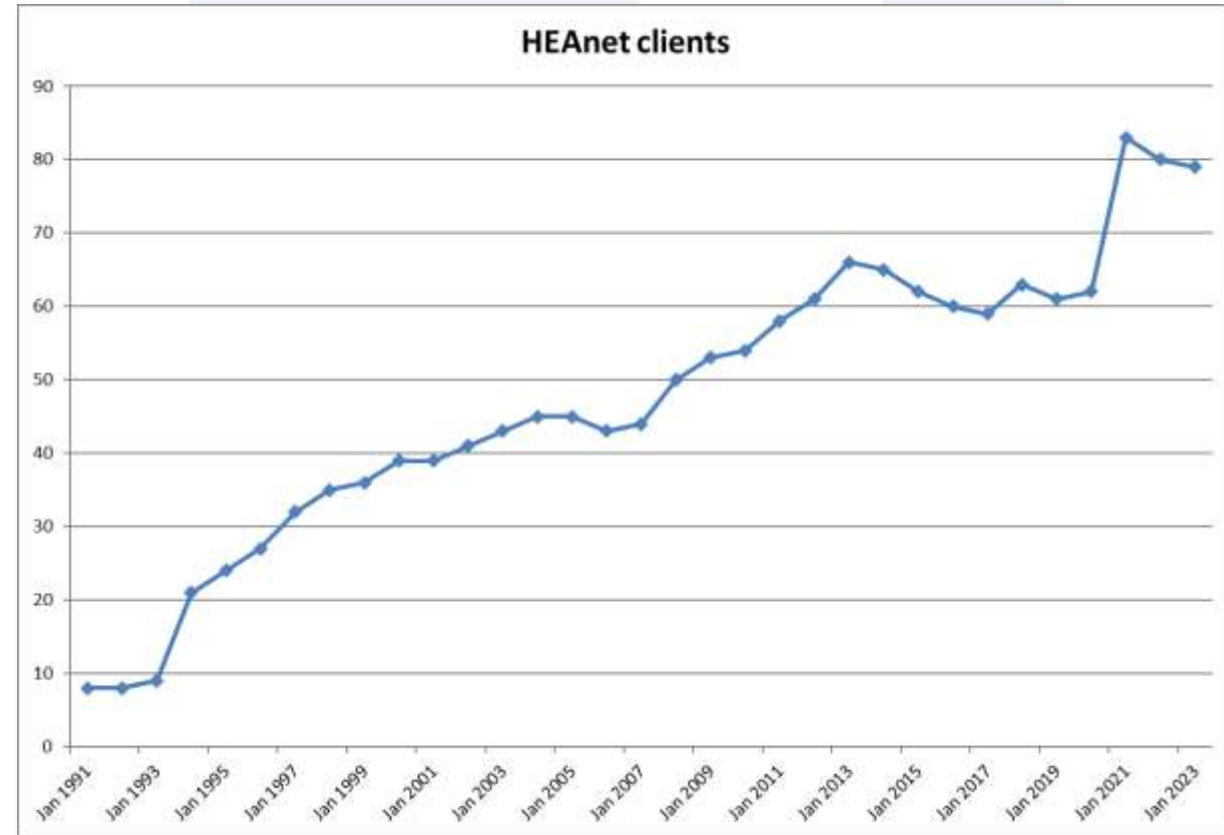
Who we serve

In excess of 1.2 million

*staff, students and researchers
rely on HEAnet services daily*

Client Breakdown

- HEAnet have 79 clients, broken down as follows:
 - 13 Universities
 - 2 Institute of Technology
 - 9 Third and Further Education
 - 16 ETBs
 - 39 Other organisations spread over Research and Education provision within the public sector



Client Engagement

Relationships

- Client Services team established for direct client engagement.
- Network Operations Centre (“NOC”) for technical engagement.
- Board is represented by clients.
- Thought leadership fora established e.g., Cyber Security Advisory Group.
- Annual customer satisfaction surveys conducted.
- Quarterly client service reviews.

Engagement Channels

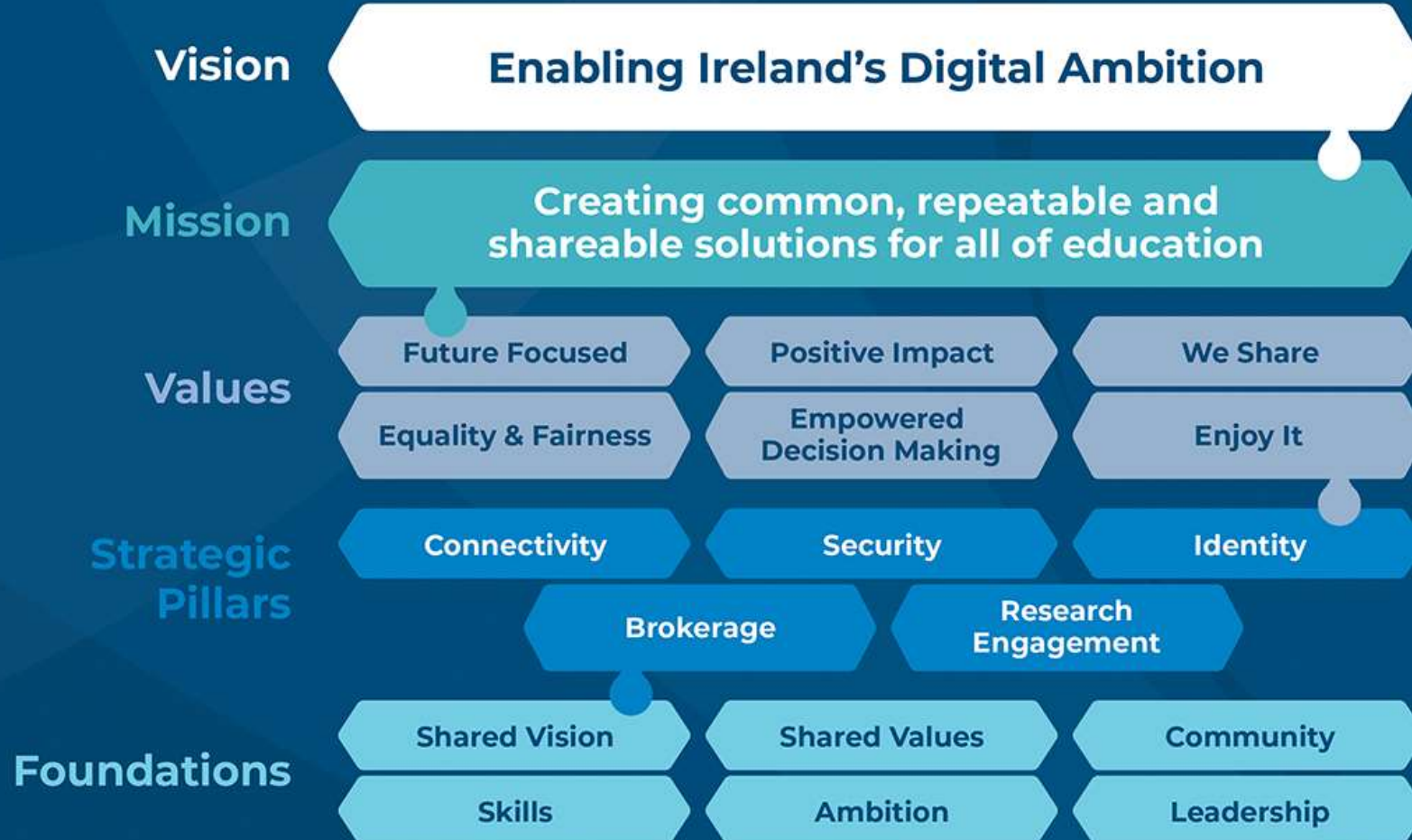
- Client Services team engagement with clients
- Traditional media i.e., newsletter, website and email.
- Meet the SME events.
- Annual conference.
- Annual report.
- Social media i.e., LinkedIn, Facebook, Twitter.

HEAnet Services Portfolio

Brokerage	Connectivity	Hosting	Identity	Security	Video
Brokerage Services	eduroam (Wifi)	FileSender (Large File Transfer)	Edugate (federated single sign-on)	ICT Security Services	Desktop Video Conferencing (DVC)
Products / Suppliers	eduroam Everywhere	Media Hosting	SAML Identity Provider Services	SOC & SIEM Services	Live Streaming
HEAnet Store	IP Connectivity	Website Hosting		Other Security Services	Video Conferencing
	Point-to-Point	Other Hosting Services		Security Updates	
	Other Connectivity Services				

<https://www.heanet.ie/services>

HEAnet Strategy



Connectivity



4,000 Schools Connected

eduroam

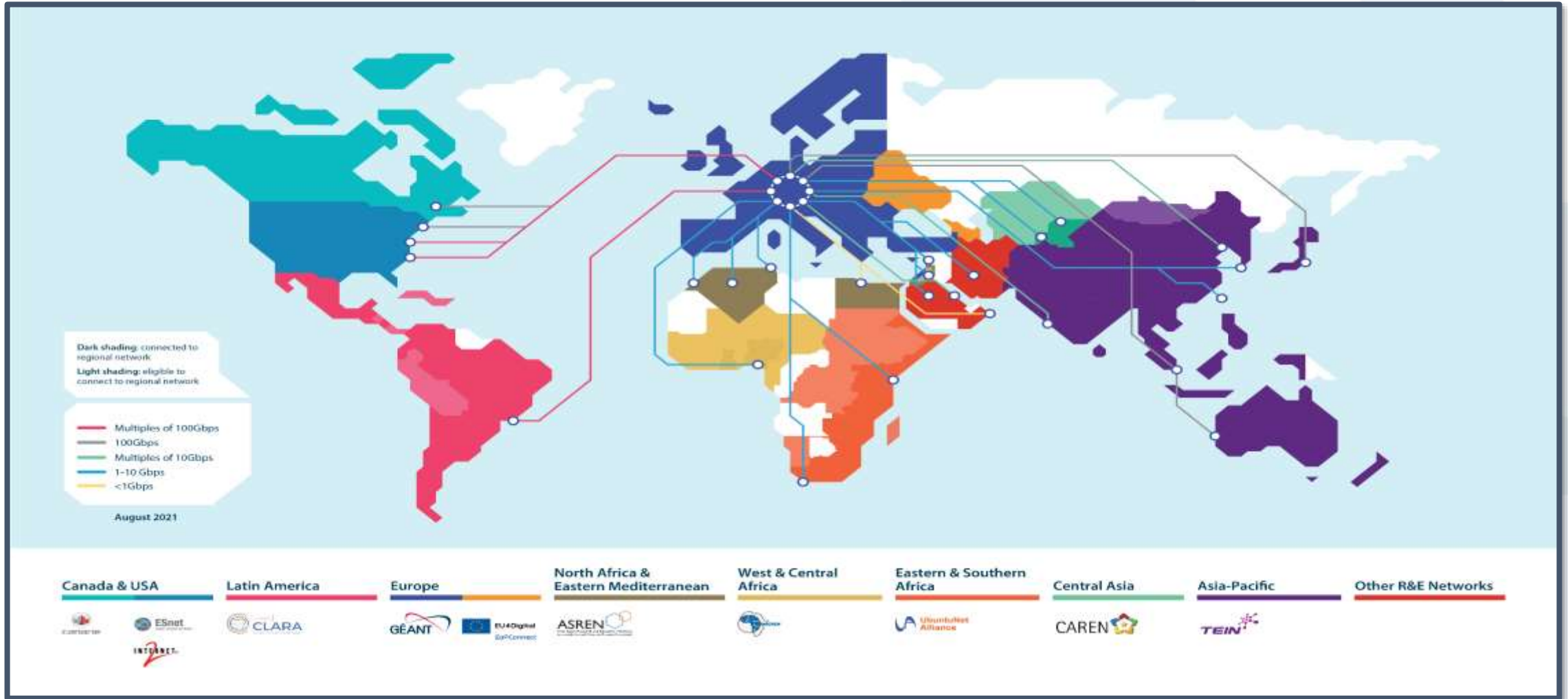
International Connectivity

Connectivity - National Backbone Network

- We are a private network dedicated to the Irish education & research sector.
- The network equates to being one of the largest on the island of Ireland.
- Backbone comprises of ~2,600km of fibre.
- We procure long-term managed dark fibre.
- We light and manage this dark fibre with our own fibre optical equipment.
- We build an IP transit layer on fibre layer.
- We peer at INEX and connect to GÉANT and JISC UK internationally.



Connectivity - Global Reach



Identity



Edugate

eduGAIN

Brokerage

Framework Agreements

€7.34m Annual Savings

GÉANT IaaS+ Framework

Security

Cyber Security Advisory Group

SOC & SIEM for the Sector

Security Advisory Services

Research Engagement



Open Science - EOSC & NORF

European Research Priorities

EuroQCI, EuroHPC, OCRE

Major Activities 2023

- Establish and expand SOC & SIEM (*to all FE & HE* Institutions*)
- Expansion of ICT Security Services (*to all FE & HE Institutions*)
- Primary School Broadband Improvement Programme
- International Connectivity Upgrade via GÉANT
- Juniper Backbone Network Refresh
- Research Engagement (Open Science, EuroQCI & EuroHPC)

* Further Education and Higher Education

Lessons Learned

- Establish a good relationship with funding bodies.
- Align with government strategy as they seek prudent organisations to fund.
- Measure and demonstrate value for money. Forecast potential savings for the education and research sector.
- Deliver on SLAs to provide evidence of value.
- Start small - start with universities and grow the user base.
- Add value added services over time e.g., brokerage, identity etc.
- Awareness is key - raise your profile and emphasise added value.
- Hold an annual conference to engage with stakeholders.
- Don't underestimate the governance associated with running an NREN.



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