



EaStMAN Handbook

Version 1.3 November 2008

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Introduction and Overview

This handbook provides information on fault reporting, procedures for EaStMAN, and pointers to resources on the network itself. Contact information is also provided.

Most of the information in this handbook (and more) can also be obtained online at the EaStMAN web site:

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

The Eastman Consortium - Purpose of Business Statement

The EaStMAN Consortium is an unincorporated association which acts as a focus for procuring the successful management and operation of the EaStMAN Network. The purpose of the EaStMAN Network is to provide network services within its region of operation to the Higher and Further Educational and research sectors, to provide connection to the SuperJANET Network and to provide attachments for third parties requested by UKERNA as agreed and achievable.

The Management Board is responsible for the operation and management of the EaStMAN Consortium and for overseeing the operation and management of the EaStMAN Network; it also reviews the possibilities for the future development and expansion of the EaStMAN Consortium and the EaStMAN Network. The development of all third party relationships and projects related to the operation of the EaStMAN Network is a matter for the EaStMAN Consortium and not individual Members. Each of the 14 Members of the Consortium appoints one member of the Board; 3 others may be co-opted as required. The Chairman is currently appointed by the University of Edinburgh, and the Network Co-ordinator by the Board.

The Management Board has nominated the University of Edinburgh to act as lead institution on behalf of the EaStMAN Consortium to provide services to UKERNA and each of its Members, and has also empowered Edinburgh to liaise with Funding Bodies on its behalf and in any matter requiring a legal personality.

The institutions comprising the EaStMAN Consortium are:

- Borders College
- Edinburgh College of Art
- Edinburgh's Telford College
- The University of Edinburgh
- Forth Valley College
- Heriot-Watt University
- Jewel and Esk Valley College
- Napier University
- Newbattle Abbey College
- Queen Margaret University College
- Stevenson College

- The University of Stirling
- West Lothian College

The Resources Appendix contains a list of other organisations connected to EaStMAN.

Contact Information

There are several reasons why you might wish to contact EaStMAN personnel and we provide a full list here:

For Strategic and Management Board Issues

The Chair of the EaStMAN Management Board is currently held by:

Prof. Jeff Haywood,
Vice Principal for Knowledge Management, CIO and Librarian to the University,
The University of Edinburgh

Telephone: 0131-650 4977
Fax: Office: 0131-650 6547
Email Address: Jeff.Haywood@ed.ac.uk
Postal Address:

Prof. Jeff Haywood,
Vice Principal for Knowledge Management, CIO and Librarian
to the University,
Main Library,
University of Edinburgh,
George Square,
Edinburgh EH8 9LJ.

All other contacts are in the Network Team of Information Services of the University of Edinburgh. A list of the appropriate people and contact information is given below

General Postal Address:

Network Team,,
Information Services,
The Kings Buildings,
Mayfield Road,
Edinburgh EH9 3JZ.

General Fax Number: 0131-650 6552 (Shared system, please ensure intended recipient is clearly identified on cover sheet.)

For Contractual or Financial Issues

The Network Co-ordinator role is carried out by Jim Leitch. If he is unavailable email will be copied to backup staff and phone calls should use the Fault Reporting number.

Telephone: 0131-650 4945

Email Address: coordinator@eastman.net.uk

For Operational Issues and Physical Access (including Faults)

The Operations Manager role is carried out by Jim Leitch. If he is unavailable email will be copied to backup staff and phone calls should use the Fault Reporting number.

Telephone: 0131-650 4945

Email Address: operations-manager@eastman.net.uk

Note: operations@eastman.net.uk will reach all operational staff

For Fault Reporting:

The Network Operators

Telephone: 0131-650 4933 (ansaphone when unmanned)

Email Address: faults@eastman.net.uk

This email address also maps onto the operations list above

For Security Issues

The Incident Response Team

Telephone: 0131-650 7750

Email Address: irt@eastman.net.uk

For New Circuits or Circuit Closure

Email Address: circuits@eastman.net.uk

For Complaints

Email Address: complaints@eastman.net.uk

For Escalation of Complaints

To escalate a complaint in the event of no response within 10 working days, or unacceptable response, please contact the University of Edinburgh representative on the EaStMAN Board: b.gilmore@ed.ac.uk

In the event of further dissatisfaction, please contact the Chair of the Board, as above.

For General Announcements (Technical)

The distribution list eastman-ops@lists.ed.ac.uk can be used when you wish to announce *technical* information of interest to all connected to EaStMAN. The Network Operators will also announce network related events such as scheduled maintenance etc. on this list. It is important that your institution has someone on this list since you may be able to anticipate network related events. You may use the usual majordomo commands to eastman-ops-owner for subscribe/unsubscribe from this list, or contact the Network Coordinator at coordinator@eastman.net.uk with your request.

Appendix: EaStMAN Resources

Consortium members

By institution:

Higher Education Institutions:

Edinburgh College of Art	Heriot-Watt University	Napier University
Queen Margaret University	University of Edinburgh	University of Stirling

Further Education Institutions:

Borders College	Edinburgh's Telford College	Forth Valley College
Jewel and Esk College	Newbattle Abbey College	Oatridge College
Stevenson College	West Lothian College	

Nominated Organisations:

British Geological Survey	Highlands and Islands Enterprise	Macaulay Land Use Research Institute
Natural Environment Research Council	Open University	Particle Physics and Astronomy Research Council
Scottish Funding Councils	Scottish Further Education Unit	

Network Topology

A network map is available on the EaStMAN website, <http://www.eastman.net.uk>, as well as a lot of other information on the fibre within the city etc..

Document History

19 November 2008 – SW: Update logo and add page numbers.

10 June 2008 – SW: Updated to change names of contacts following staff changes at the University of Edinburgh – not released.