



**TF-CPR Sunday,
March 4-5, 2010**

Ljubljana, Slovenia

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DAY ONE: Tuesday, March 4, 2010

1. 9.00 – Welcome: Goran Skvarc (CARNet)

Goran Skvarc's first time chairing the meeting in his role as TF-CPR Chair. New faces: Jeroen Gobin (BELnet), Natasa Lemajic (AMRES). The meetings was streamed live, so that online participants can join anytime. We did not force online participants to identify themselves, so we don't know who joined by VC. However, 5 or 6 ip addresses were recorded on March 4 and Maria Ristkok did join by VC.

Apologies from

Name	Abbr.	Affiliation	Country
Anne Balic	RE	RESTANA	Luxembourg
Lajos Balint	LB	Hungarnet	Hungary
Roland Eugster* * Had registered but cancelled at last minute	RE	SWITCH	Switzerland

2. 9.15 – ARNES Overview: Marko Bonac (ARNES)

- LOB: 4 universities and 1000 schools, also registry for domains .si and SIX (Slovenian internet exchange), 6 million euro budget
- Users: 1116 institutions
- Why connect schools: achieve critical mass in a small country, schools need help. Consequences: a lot of work, not a lot of local expertise, some tensions with commercial ISPs. Strategic question: development or support?
- Internatrional connections: GEANT, leased fibre to Vienna and Zagreb. GEANT is relatively expensive for small countries. (half of Germany yet 80 million vs 2 million people)
- Arnes has PoPs in major towns, not to end point in universities. Univeristies has to 'take' connection from PoP. Last mile will hopefully in the future be optical fibre (some are already). Many others have DSL connections (not a powerful solution for many schools). Institutions cannot generally afford optical fibre.
- Services: Connectivity, Hosting servers, email, FTP, security, multimedia
- Eduroam, AAI, education (IPv6, Safer internet programme...), helpdesk, applications for schools like portal, repository for e-content, Moodle
- Arnes staff = 41
- User support: three levels: basic, support for services, specialized.
- Arnes budget = 6.5 million, income = government is majority, EU GEANT, projects, domain registration.
- Relations end users: if you provide services, they know you otherwise, institutions: not really, general public: CERT is most visible, safer internet for children, GEANT is mostly scientific news. Ministry: first question is what other countries are doing, important that all EU countries are part of EU since ministry does not h ave time to review this so they assume that other country activities are important and Slovenia should consider it to, so impacts their funding.
- Try to push services, some successes some failures. Multimedia and AAI are focus for the future. Lots of potential in schools but big problem cuz they don't have local expertise so even fanciest equipment does not get used. Also ARNES cannot get too involved (resource restrictions), so balancing act
- Is registrar role source of income in future? No, not really. Enough money being a registry, and potential problems with competition in registrar role.

3. 9.45 – Best Practice: The role of NREN in national campaigns on safer Internet. Tomi Dolenc (ARNES)

- History: serving schools since 1993, a part of job is knowledge transfer and they warned, about risks and threats, but in late 90's more paedophile hysteria so MoE asked in 99 if Arnes participates as observer in Safer internet initiatives.
- Present: National Safer Internet (SAFE.SI), coordinated by faculty of social science....
- What do they do: help coordinate activities Govt, ISPs and the police, raise awareness (educate experts for teacher training, lecture teachers, help produce and distribute materials, participate in events), appear on TV to maintain image of security expert
- Why join this effort: they work with schools already so felt 'obliged' and 'competent' to educate schools, good for image and wanted to have some influence on the effort.
- Psychologists/sociologists have not jumped on the boat yet
- NRENS have reputation as experts, and security is key to their image. Creates an even more important role with ISPs. One of the easiest ways of getting media attention. Whenever needed, the ministry can say that they are doing something.
- Porn and nudity was the biggest issue. Use their influence to shape opinions, goals, and strategies of the project (reduce hype)
- Use this platform to pass other messages. Personal data protection is big with increase of social media. Took good practices from SURFnet's billboard campaign years ago.
- Filtering: not a big fan of this approach. Knowledge transfer is most important. Technology is not the problem or the solution, it is mostly about social behavior
- Problem: found themselves giving information about raising children (# of hours per day on computer), social aspects, etc
- General awareness is changing, the scale is getting too big for Arnes.
- Tools to raise awareness (asked by Lonneke): exchange materials with other countries as part of Safer Internet node (European level initiative), leaflets, brochures, videos – translate locally. Get together sometimes and collaborate with each other and lots of funding so lots of materials produced. Target primary school not higher education. Although main target is teachers to raise awareness, not parents and children.

4. 10.45 – Cybersaveyourself campaign – Safer internet in Holland (SURFnet)

- In the past, campaigns were handled separately by institution and NREN. Surfnet approached institutions to work together, result 'cybersaveyourself'
- Goal: educate students and staff on specific safety issues (no sticky notes on laptops with user name and passwords), be flexible to provide tools that are specific to institution
- A) Joint toolkit: 1) flexible (ie customizable), 2) local: according to needs of local institutions, 3) can be broadened
- B) website: www.cybersaveyourself.nl
- C) create one joint campaign at one moment in the year
- Costs for developing is SURFNET, cost for producing is for institutions.
- Joint purchase of goodies brought down costs.

- 34 institutions took part in the campaign in 2009 and had a lot of fun in the process
- 2010: Battle of Concepts for students, new topics in toolkit (phishing, mobile computing, etc), online survey and debate at Education Days. Will look for other partners since Surfnet will try to phase out. Their main value is building it up.
- Asked question: which other NRENs do safer internet. Belnet management does not support this since they don't see it as the role of the NREN. JISC delegates to institutions and through CIRTSS handle major risks. SURFnet targets higher education, particularly staff. Arnes would like to more, there is high demand for this. Arnes plans on using some of these tools. Question from Robert about budget and effectiveness. The online survey aims to measure effectiveness, which is rolled out by institutions. Some did it last year, some shared results and will repeat this year to see changes. How do they decide to repeat? It is difficult to prove the effectiveness. They rely on feedback from institutions, who say that it would certainly get worse if there was no effort. Spent 100K on campaign from Surfnet. REDIRIS does not do any promotion targeted to institutions. Belnet: who did you work with at institution? Started with Information Officers then moved to Communications department and Security Dept.
- Workshop: Should NRENs collaborate: in some countries, the institutions may not allow the NRENs to get involved. Agreed that sharing materials could be an easy way to collaborate before doing any joint campaigns. Cost sharing advantages. Is toolkit a good thing? Even if an NREN does not have a focus on safer internet. Since messages are simple and could target young children, we could save money by keeping in English. Look at website of ENISA in multiple languages.

5. 11.45 – Training on Remote Participation Tools – Adobe Connect: Goran Skvarc (CARNet)

- Remote Participation Tools are especially important because of crisis – getting people together is more challenging so we need other options. Also important to help different group working seamlessly together (moderators, techies, participants...). CARNet uses different remote tools up and running at the same time, max 3 (Adobe Connect, Skype, Google Docs). Also advantage in case one tool fails.
- Training Adobe Connect: First test sound using audio setting wizard in 'meetings'. Then set up camera. Right click anywhere, you will see how to set up camera in settings. Click on 'reduce echo' – good practice. Use 'dsl' connection if many people in the room. Before you speak, click on the lock only when you plan to talk, not full time, otherwise you will talk on top of others. Use Notes function to take notes that all can see.
- JANET uses blog (Wordpress) and Twitter with external audiences. Not a formal initiative, but natural evolution. Training dept started doing this. Internal: Wiki, messenger, twitter. Benefits: quick updates/messages reduces the need to formalize emails/calls, etc. internally. External: tried to make their work more visible. Lots of effort on how to use it whereas they could have just gone ahead and do it. Mostly for people that are already twitters, don't force people to become twitters. Formal strategy will likely not work, informal organic growth will work better. Accept that some people will never use these tools.
- Guidelines social media: clear separation between professional and personal use. Ensure they understand the transparency – represent yourself clearly as JANET. Been useful internally for productivity, externally they are not sure (except blog).
- JISC uses social media as a mix of one of their tools, as opposed to a formal strategy. Surfnet raises the point that playing with Twitter causes demand on Twitter that we will need to respond to, otherwise risk image. Tweeting around events because fixed time, says JISC.

6. 14.15 – An Intro to TF-Media (by VC): Otto Wittner (UNINETT)

The components: using different media types (lecture recordings, tv) to be distributed different ways (streaming, downloadable, podcast), while taking into account influences (money, access rights, didactics) where over time you want to be save, findable and exchangeable over time.

- Why the TERENA task force: NRENs are well positioned, many already provide media asset management (MAM) services, some have built or bought MAM components. So it was time to join forces and continue to work efficiently in a task force in order to exchange ideas, promote open standards, to foster federation of content and metadata...
- 14 NREN and 10 academic institutions, 5 work items
- Students already believe in media in higher ed (HEI). HEI administration likes cost efficiency arguments, content creator are the most important group. Within this group, students already believe in it but need help and academic staff need help and are more skeptical as a whole.
- JANET: carbon footprint tool that shows how much you save in costs when people book a video conference.
- **ACTION:** Collect best practices in the TF-Media wiki.

7. 14.45 - eduID

- Users' experience when using federated access management
 - lack of consistency, terminology, no searchability etc
- Work towards creation of common brand or not?
 - eduID name proposed (pros and cons of common branding)
- eduGAIN vs eduID: eduGAIN is a technology – interconnects some federations in Europe and not need to be known about by end users. eduID – technology independent

Group discussions

- huge market of SPs; attraction to joining
- name: organisations that are not educational that might join
- trust issues between different European organisations
- different licensing and pricing on the SPs might cause problems
- generally liked idea but much discussion was on whether it affects branding of national federations by replacing with a common approach
 - depending on how well-known the federation is on a national level, might affect how NREN feels about it
 - for users it's more convenient if see eduID everywhere but if they see NREN brand is that an issue?
- Can we include the local provider in the log in process? Define the scope of the eduID.
- **ACTION:** Licia will circulate a draft of business case as it develops.

8. 16.00 – TF-CPR Repository: Laura Durnford (TERENA)

- Is a work in progress
- Is for PSP, TF-CPR, GEANT Comms materials.
- Structured by type of file now, but we want feedback on whether it should be by topic area like Eduroam, edupert, etc.
- Documents can be uploaded by NRENs

- **ACTIONS:** PM/LD to put training slides together for the group(s) on how to upload the files, and how to sort, in TERENA wiki and GEANT intranet.
- LD and PM to re-structure by topic/service
- LD and PM to investigate if we can add thumbnail?

9. 16.30 – Presentation: Improvements to PeaR: Cristina Lorenzo Fernandez (RedIRIS)

- Cristina presented the new PeaR look and feel and gave some stats on PeaR distribution.
- Since TERENA only keeps email address of people signed up to PeaR, it is very difficult to deduct any conclusions about readership. Based on domain name, Carrie determined that over 60 countries are represented in the distribution list, and over 50% are NREN contacts (the rest are institutions, projects, etc).
- Cristina presented a graph on which NRENs submit news to PeaR, and this showed that it is typically the same 4 or 5 NRENs that contribute, therefore there is room for improvement on this collaboration tool.
- The next day (Wednesday), we will do a workshop on how to improve the content, functionality and distribution of PeaR.

DAY TWO: Wednesday, March 5, 2010

10. 9.00 – Workshop: Improvements to PeaR: Cristina Lorenzo Fernandez (RedIRIS)

Group Functionality

- 1) re-issue request to white-list PeaR
- 2) space 'wasted' with header that 'says nothing'
- 3) should change the name now aiming for new users to something more meaningful
- 4) Should there be NREN photos? 4/6 said wouldn't use it if there was the chance. 2/6 said would use this functionality some of the time
- 5) Add NorduNEt logo as an option. In general need more flexibility in the choice (other projects / 'product' names, etc)
- 6) Headline summary in RH column should be re-located above the left-hand column or deleted.
- 7) Should links from items take you directly to the original NREN article / website?
- 8) Change "Upcoming events..." to "register now for..." Or "still time to register...." To make the purpose of this section more clear. Add date of registration deadline
- 9) Send an online survey to users either via the same list or in PeaR itself.
- 10) Add 'Job opportunities' section to website and PeaR?

Group Content

- 1) Technical information is important. They think it could be good to include specific information about international and national projects.
- 2) The information about international events in the section "upcoming community events" must be published with more time, because it's important that interested people have time to register.
- 3) To publish information about career opportunities in the NRENs
- 4) To post information about the national events of the NRENs
- 5) To include information about the Call for Papers to participate as speaker in events
- 6) Could be good to publish information about the speakers of the NRENs (if somebody of the European NRENs' staff participate as speaker in an event)
- 7) Some doubts/comments:
 - We think it could be good in the future, to have the same login and password for all the services of TERENA
 - Some people think it's better don't publish information in the PeaR if their english is not good (because they don't have budget for translator)

* as a general note, it was discussed that ANY topic that is important to an NREN can be published. We should consider PeaR as a 'mass marketing' tool, which goes to all kinds of audience types and countries.

** Carrie explained that Laura or Carrie usually edit NREN content for grammar so they don't have to worry about poor translation.

Group Distribution

- 1) NRENs to write an article in their own newsletter which advertises PeaR and how to sign up
- 2) Send an invitation to subscribe to PR agencies
- 3) Do a one-time mailer which advertises PeaR to NREN mailing list
- 4) Each PR person sends an email to their staff asking them to sign up to PeaR
- 5) Make sign up on TERENA website more prominent

11. 10.00 – Presentation: An update on TF-CPR Compendium: :Lonneke Walk (SURFnet)

- Lonneke presented the new questions of TF-CPR Compendium on behalf of Carrie and Lonneke – these new questions were based on our suggestions plus feedback from last task force meeting.
- All questions were agreed. Added two more: 1) to identify areas of collaboration in the future and 2) to determine longer term (3+ years) needs.

12. 10.45 – Workshop: Debate Twitter and Facebook as NREN social media tools

- Using Facebook and Linked In : do you use linked in for posting ads? Lars has used it, and got a small number of interesting candidates. Also put it on Uninett website.
- How do you manage use of Facebook? Russell says that you manage by exception – ie only react when something goes very wrong. How big is the risk? Some people thought that it was not very visible if on social media, it needs to be found.

- Lars felt that some companies are starting to populate Facebook. Two institutions from Norway are on there.
- What do you post? Depends on what your friends want. Usually considered one-to-one communication not corporate info, says Robert. Lars: companies can be on - for example football Norway has a page selling tickets, etc. This could be different because it is more about someone's hobby.
- Who should have this responsibility? Whose name should be associated with, for example, blogs? In case of blog, any employee should be able to post there (Finnet is trying this – they will keep us posted to see how it goes. It will be open to external and internal. Will you screen the content before it goes live? No, we will address problems as they happen). JISC – everyone has their own blog, no corporate blog. How do you promote the blogs? They don't. It is in the website on particular subjects, and may get hashed. JANET has promotion on their homepage.
- People trust peers more than they do organisations. So, someone chatting or blogging will have more credibility than a corporate message.
- JISC: if someone is blogging about the company negatively, no matter where, then they feel they can address problems that way.
- Social media policy: if someone says something negative, you may not want to address right away, but you could look out for patterns. It is a false sense of security if you think your blog/tweet is not seen.
- JISC gave example of an employee being critical live at an event about something, and the twitter response was overwhelming. He felt that it was our job to educate employees about cause and effect.
- Why don't we continue this conversation on the TF-CPR Facebook site, says Tina?
- Question from Paul H (GEANT): would a discussion forum be useful for the project? Russell thought that it was up to Activity Leaders to start the conversation and others can continue. JISC thought it would be good for Activity Leaders to blog through a feed. BELNET thought that some technical people within BELNET would likely be interested, but not her personally.
- Can you get faster reply if you contact a business contact via Facebook than via email? JISC: for a small number of people, this has been effective. Depends on the individual, how do they want to be contacted? At CARNET, it is easier to arrange a business lunch on Facebook than on email. It is less formal. Lars: depends on the person. He's had some successes on Facebook, but also by text and email. Not every channel works for everyone.

13. 11.45 – AOB

- Security issues (starting a CERT) is interesting topic for BELNET. For IT professionals and general public.
- Follow up on social media
- Can we work together on specific topics? Yes, TF-Media, eduID.
- What about immediate needs? AAI promotion for Arnes.
- Is there budget for translations? No. Have you tried Google translate, experiences differ by language.
- TF-MSP: Account Management and CRM. Can they select a service that we can promote as a TF-CPR collaboration?
- Should we meet for a whole day before TNC? Depends on topic, says Lonneke. Tiina said that some prep could be reduce time. Most people are open to idea, but depends on topic.
- Who can host the next TF-CPR meeting in September 2010? Surfnet, Rediris, Jisc can do it in 2011. What does it cost? 3500 euros (not including meeting room, infrastructure). In Austria, it was cheaper.

Action List

Reference	Who	Action	Status
1	CS	Send out username and passwords for Wiki	Done
2	ALL TF-CPR	Go to TF-Media wiki and write how you've promoted multimedia services	
3	ALL TF-CPR	Execute co-promotional activities as listed above	
4	CS	Release online TF-CPR Compendium	
5	CS	Compile and communicate results to TF-CPR Satisfaction Survey	
6	ALL TF-CPR	Contribute to TF-CPR Wiki by adding relevant materials.	
7	LD/PM	Create training slides together for the group(s) on how to upload the files, and how to sort, in TERENA wiki and GEANT intranet.	
8	LD and PM	re-structure by topic/service	Done
9	LD and PM	investigate if we can add thumbnail on Wiki	
10	Licia	Circulate eduID business case once ready	

List of Participants

Name	Abbr.	Affiliation	Country
Carrie Solomon (Sec.)	CS	TERENA	Euro
Goran Skvarc (Chair)	GS	CARNet	Croatia
Cristina Lorenzo	CL	RedIRIS	Spain
Paul Maurice	PM	DANTE	Euro
Melanie Pankhurst	MP	DANTE	Euro
Gabriela Krcmarova	GK	CESNET	Czech Republic
Natasa Lemajic	NL	AMRES	Serbia
Gitte Kudsk	GK	Uni C	Denmark
Tiina Leiponen	TL	CSC	Finland
Elke Dierckens	ED	Belnet	Belgium
Lars Fuglevaag	LF	UNINETT	Norway
Jeroen Gobin	JG	Belnet	Belgium
Christine Dworak	CD	ACOnet	Austria
Laura Durnford	LD	TERENA	Euro
Lonneke Walk	LW	SURFnet	The Netherlands
Domen Božeglav	DB	ARNES	Slovenia

Robert Haymon-Collins	RBC	JISC	UK
Russell Nelson	RN	JANET(UK)	UK
Virginie Blanquart	VB	RENATER	France
Tomi Dolenc	TD	ARNES	Slovenia