

SURFnet User Survey 2006

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Madrid, 21 September 2006

Agenda

- **A few facts**
- General picture resulting from the survey
- Consequences for the service portfolio
- Consequences for the yearly innovation plans

SURFnet

- Dutch NREN
- Not for profit organisation, 60 employees
- 100% ownership: SURF Foundation
- 180 connected institutions, 750.000 end-users
- Financing:
 - Innovation by project subsidies (14 Meuro)
 - Operations by tariffs from institutions (18 Meuro)

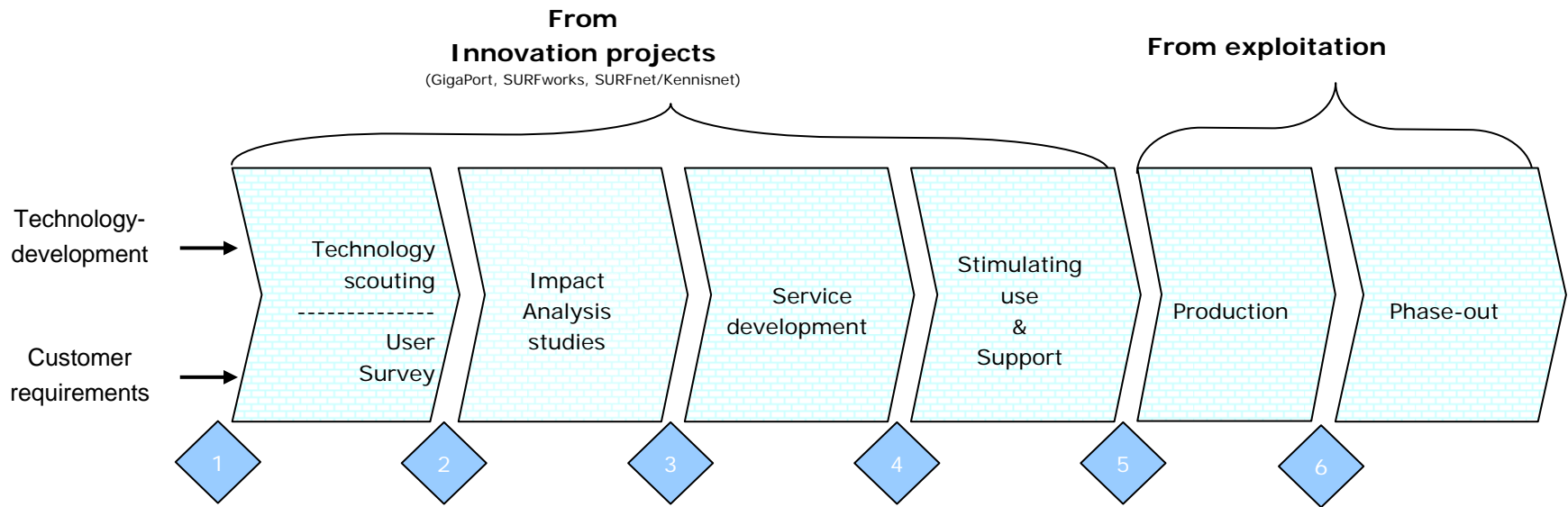
Services are clustered

- Networkinfrastructure
- Other:
 - Contentdelivery and communities
 - Groupcommunication
 - End-user support
 - Security
 - Authentication en Autorisation
- 80 % of the costs is related to networkinfrastructure services

Innovation organised in projects

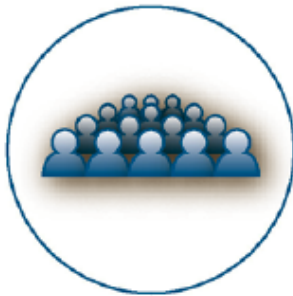
- Network
 - GigaPort Next Generation Network (8)
 - International (GN2 etc.) (2)
- Other services
 - SURFworks NG (2)
 - SURFnet/Kennisnet project (2)
- 2/3 of the financing of innovation projects relates to network services

Life-cycle model

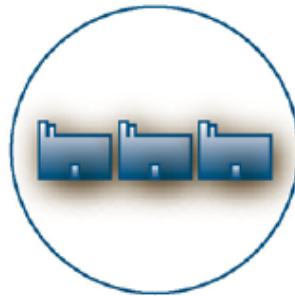


User Survey (new style)

- Extensive research (quantitative & qualitative)



eindgebruikers



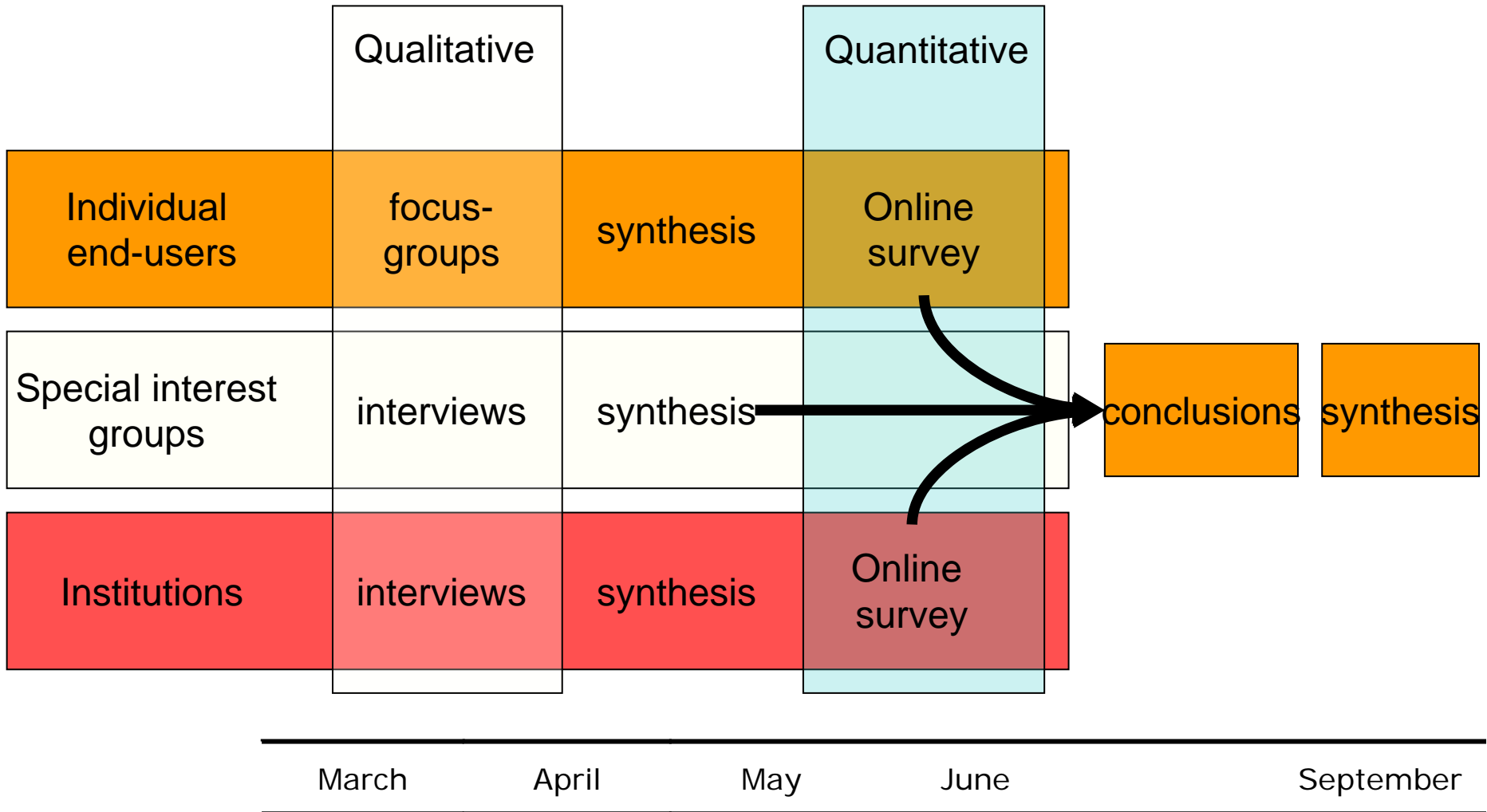
contactpersonen bij instellingen



special interest groups

- Yearly
- Culmination at "Synthesis meeting"

Structure SURFnet User Survey



Ratio for synthesis

- Checking of the conclusions drawn from the survey
- Results Survey are instrumental for choices that are made regarding:
 - Service portfolio 2007
 - Activity plans for innovation-projects in 2007

20 participants invited

- 14 connected institutions
- 4 end-users
- 2 representatives from SIG's

Detailed information

Resultaten SURFnet-gebruikersonderzoek 2006 - Mozilla Firefox

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http://www.surfnet.nl/info/artikel_content.jsp?objectnumber=164629

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SURFnet Hoogwaardig internet voor hoger onderwijs en onderzoek

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18 september 2006

Resultaten SURFnet-gebruikersonderzoek 2006



SURFnet voert sinds 1991 in samenwerking met Stichting SURF periodiek een grootschalig eindgebruikersonderzoek uit onder aangesloten onderwijs- en onderzoeksinstituten. De resultaten van het gebruikersonderzoek 2006 zijn nu beschikbaar via deze website.

Naast dit periodieke SURFnet eindgebruikersonderzoek is er participatie van instellingen in dienstontwikkelingsprojecten, het SURFnet userpanel en de verschillende gebruikers- en special interest groepen rondom SURFnet-diensten.

Omdat het als een gemis werd gezien dat wel informatie beschikbaar was over eindgebruikers, maar er nog geen formeel onderzoek werd gedaan naar de mening van beleidsmakers en Special Interest Groups (SIG's) zijn in 2006, in aanvulling op het onderzoek onder eindgebruikers, twee nieuwe onderzoeken toegevoegd. SURFnet heeft in 2006 dus onder drie groepen onderzoek uitgevoerd:

ZOEK

Done

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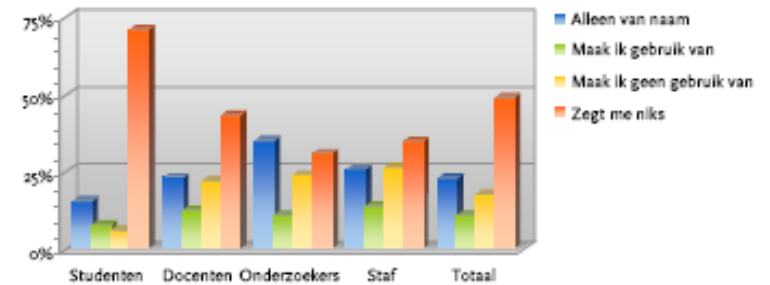
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Name recognition remains low

Bekendheid SURFnet	nu	2004
Studenten	29%	22%
Medewerkers	64%	55%
Totaal	51%	39%

Naamsbekendheid



Use of services

- Everyone is (unawarely) using SURFnet
- Most users are not aware of many services, resulting in relatively low use of many services
- Services that are being used (groupcommunication services, streaming services etc.) are well evaluated

What do the institutes say?

- SURFnet is innovative, trustworthy, customer-oriented and not bureaucratic
- Services
 - Match well with the needs of institutions
 - Responsivity and flexibility of the organization require a bit more attention
 - Portfolio is well-balanced and complete
 - Some name remote storage and back-up
- 25% regards SURFnet as expensive

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Changes in the portfolio

- New this year:
 - Lightpaths and OPN's (since 1/1/2006)
 - Intrusion Detection System (since 1/1/2006)
 - Server Certificate Service (since 1/1/2006)
 - MailFilter (since 1/1/2006)
 - AIRT en PACT for CSIRT's (since 1/1/2006)
 - Federation (as of 1/1/2007)
- In progress:
 - Dynamic lightpaths within SURFnet6 (2007)
 - Dynamic lightpaths multi-domain (2008)
- Phase-out:
 - Websearch (2007)
 - X.509 PKI hosting (2007)
 - http mirrors (tucows, pda, linuxberg, html, apache) (2007)

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Plans for 2007

- For network services:
 - GigaPort activities according to plan
 - Focus on operational excellence
- For other services:
 - Focus on stimulating the use of services by researchers and teachers/tutors
 - Stimulating security and aai-services by focusing on functional responsibilities
 - Less focus on (new) service development
 - Technology scouting as a basis for accumulating and distributing knowledge

SURFworks 2007

- Impact analysis
 - Storage en back up
 - Proliferation of CSIRTs
 - Dynamic lightpaths
- Service development
 - SURFgroups
 - Intrusion Detection System
 - Netflow (JRA2)

SURFworks 2007

- Stimulating use of services

Goal: increased use of services (concrete targets).

Target groups:

- Authentication
- Security
- Researchers
- Teachers
- End users

