



Bridging the Gap with the End Users in Wales

Enid O'Shea

**JISC Regional Support Centre (RSC)
for Wales**

Supporting the End User

- Setting the scene
- The RSC model
- Role of RSC Wales
- Networks in Wales
- Future developments
- Questions



Setting the scene

Where is Wales ?!

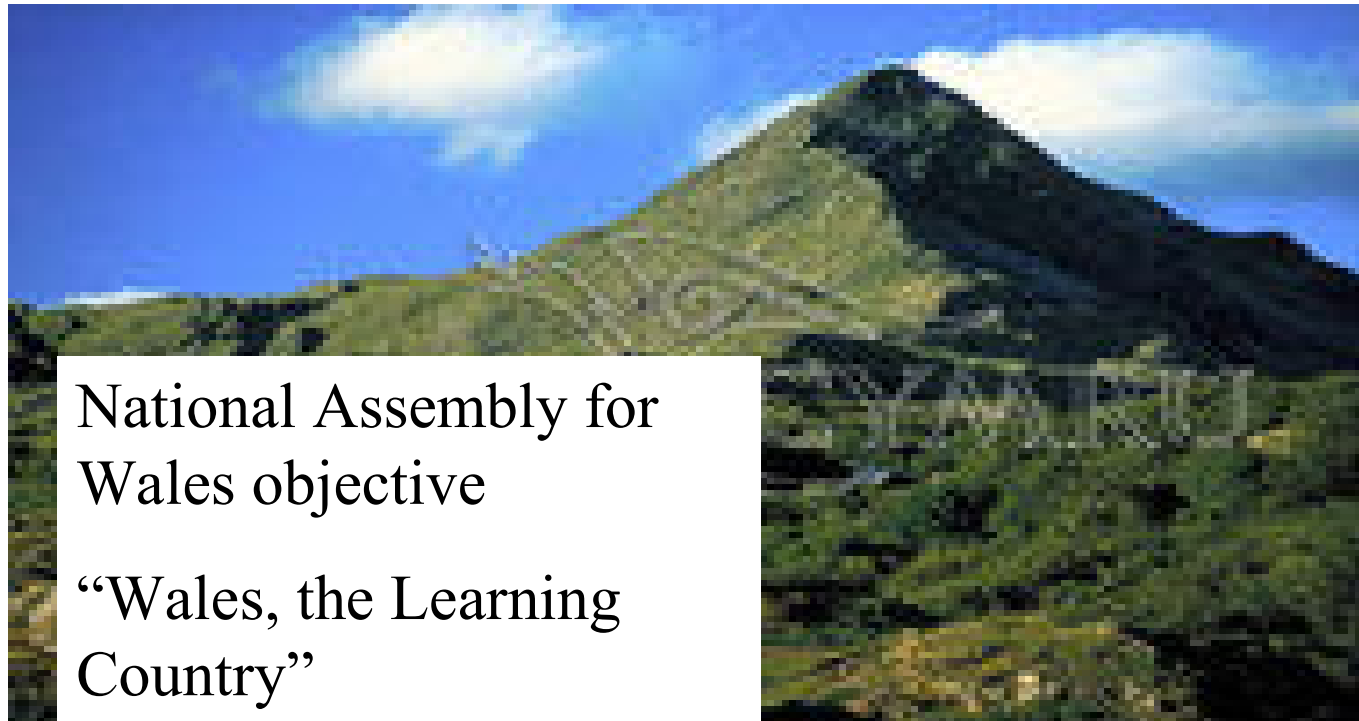
Population: 2.9 million
Welsh Speakers: 21%
Size: 320km x 280 km



© Wales Tourist Board

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Supporting the End User in Wales



National Assembly for
Wales objective

“Wales, the Learning
Country”

Supporting the End User in Wales



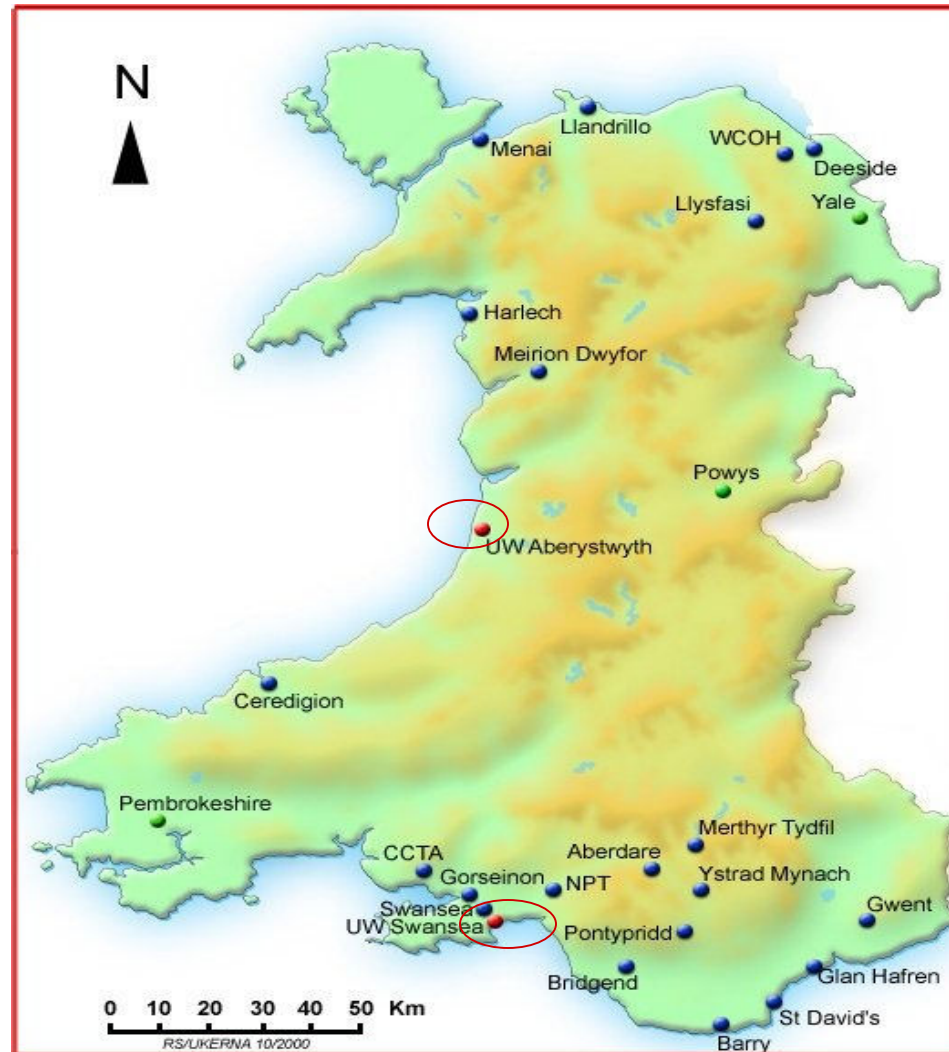
ELWa
“E-Learning Strategy for Wales”

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Initiatives in the FE sector in Wales

- 1996 – FE colleges connected to JANET FENET96 (c.f. 2000 in England)
- 2000 – RSC set up
- 2000 – Welsh Videoconferencing Network
- 2001 – VLEs funded
- 2002 – ILT “Champion” in every college

FENET96



Technical support

- Technical support includes:-
 - Network monitoring
 - Configuring college JANET router
 - DNS server configuration
 - Advice on network topology
 - Advice on inter-campus connectivity
 - Assistance with patches and security
 - Systems resilience checks
 - Advice on proxying and caching



The RSC Model



The RSC model

- Small central team of 5 or 6 people
- Offering support to
 - Technicians - Networking
 - Senior Managers
 - Library/ Learning Resource Centre staff
 - Curriculum staff



The RSC network

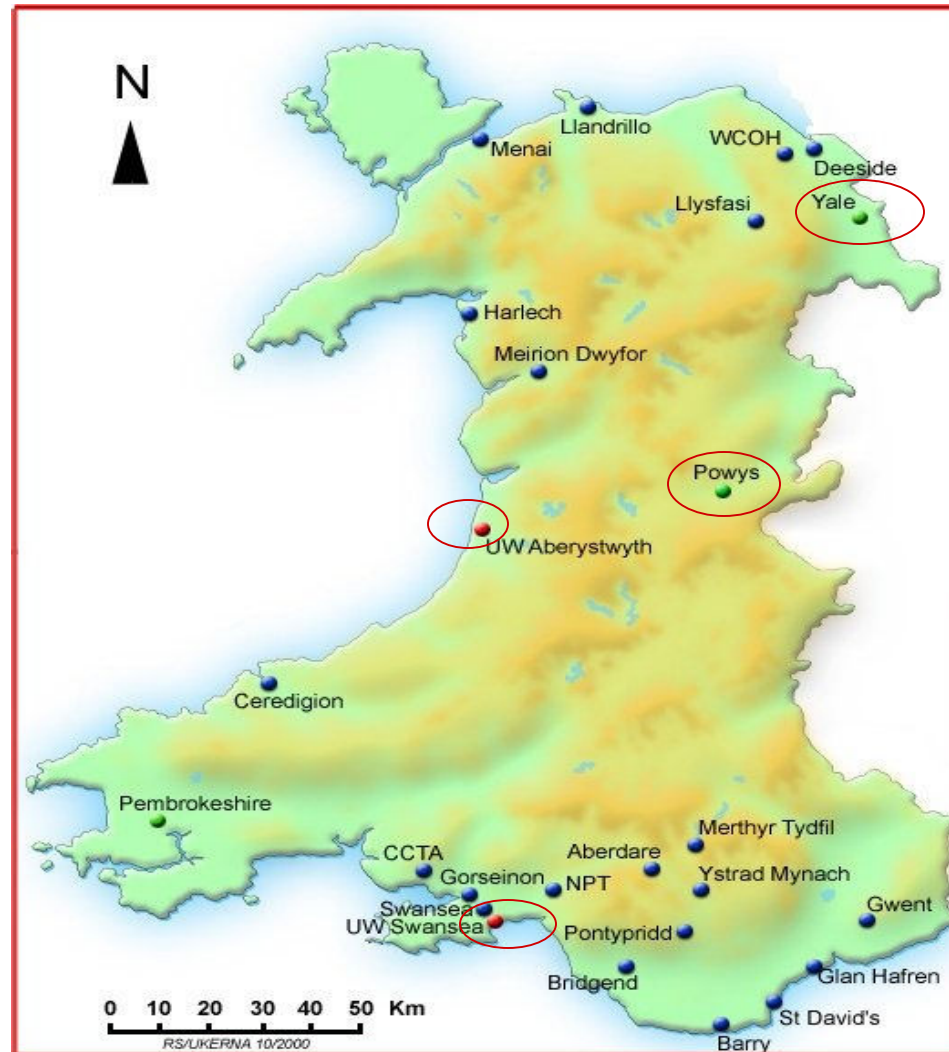
- Remit is to “support and promote the use of ILT in teaching and learning”
- 13 autonomous RSCs
 - 9 in England
 - 2 in Scotland
 - 1 in N. Ireland
 - 1 in Wales
- Central Liaison team



The role of RSC Wales

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RSC Wales + Further Education Colleges





RSC Wales' role

- Helpdesk
 - 01792 295959
 - support@rsc-wales.ac.uk
- Information Gateway
 - Events database
 - Connect ILT
 - Resource Index
 - Resource guides



RSC Wales' role

- Site visits
- Staff development
 - In-house
 - Buy-in other training
 - College-based or regional events
- Discussion groups
 - Email lists
 - Web boards

Summary of RSC Wales' role

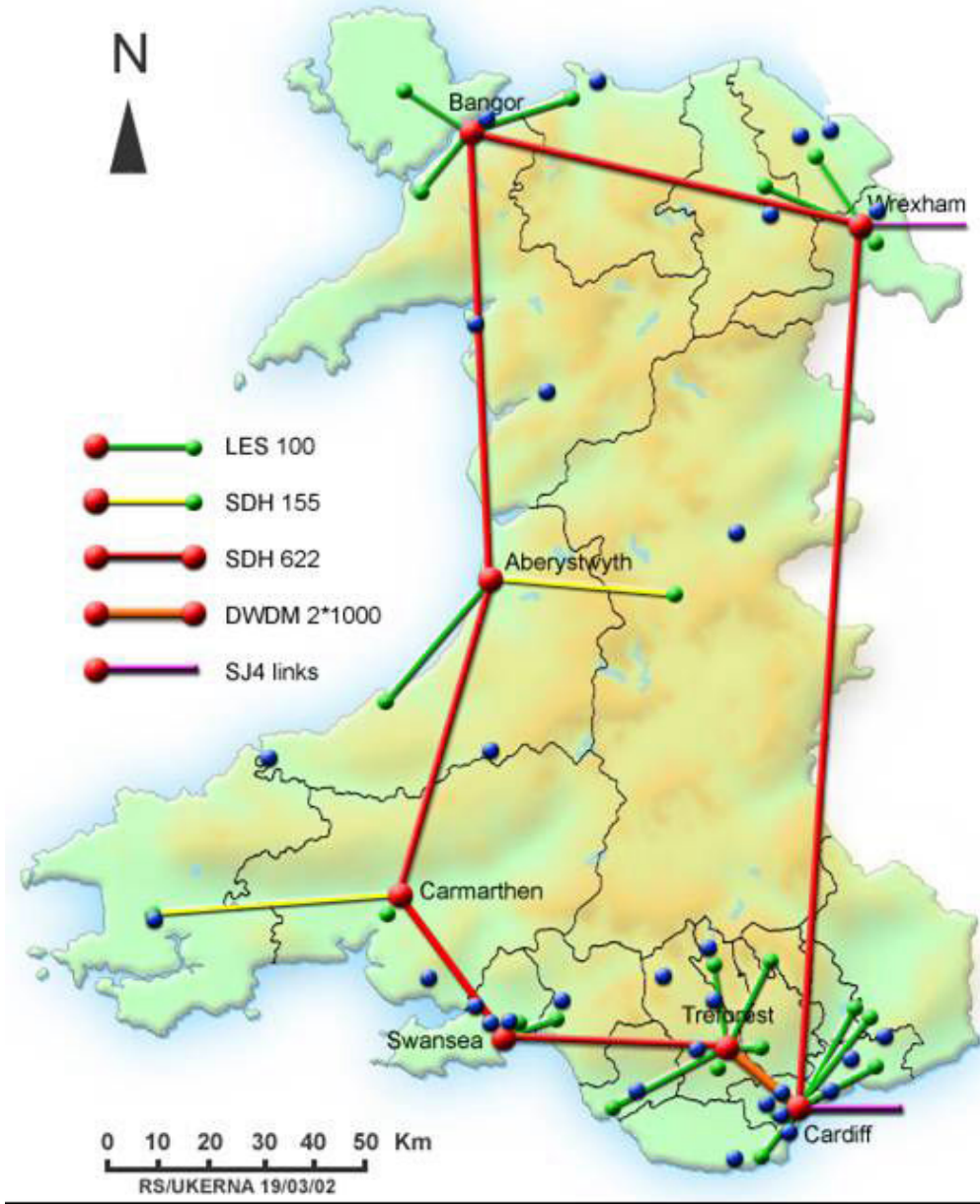
- Keep colleges connected
 - Technically!
 - Connect-ILT
 - Birds-of-a-feather groups
- Keep colleges informed
- Facilitating cross-college collaboration



Networks in Wales

- South Wales MAN
- North Wales MAN
- Lifelong Learning Network Wales

Lifelong Learning Network for Wales



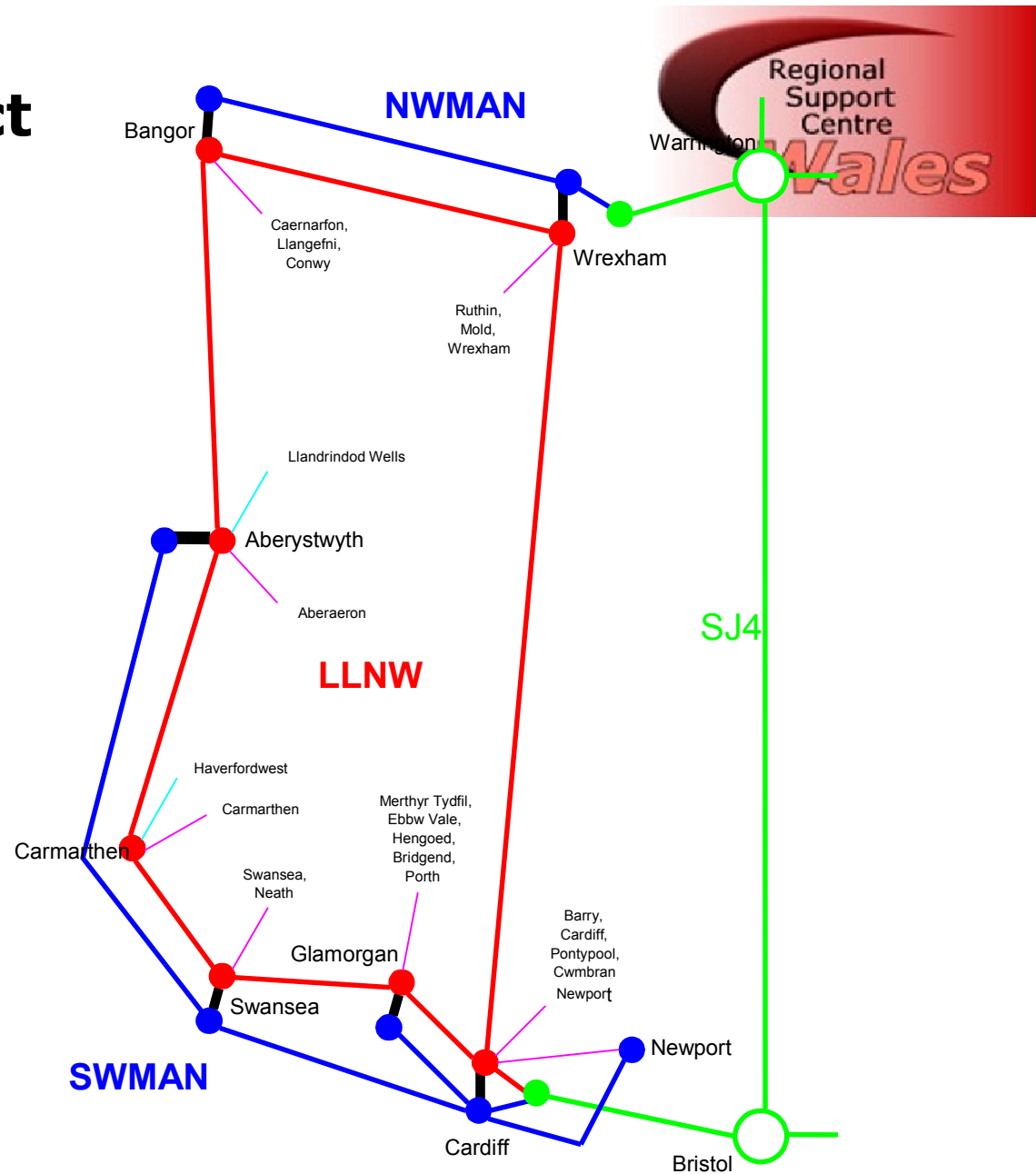
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LLNW Interconnect & MAN Resiliency

- LLNW Backbone
- LLNW Backbone Router
- Connections @ 100Mbps
- Connections @ 155Mbps

- MAN Backbone
- MAN Backbone Router
- Interconnect @ 100Mbps

- SJ4
- SJ4 Backbone Router



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Future developments

- VC studios in
 - Welsh-medium schools
 - in Welsh Baccalaureate schools and colleges
- An all-Wales MAN ?
- Local Authority Support Centres?
- Where will the E-Learning Strategy for Wales take us ?



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