Jisc in 2015
In 2015 we worked with all of our customers in the education and research sectors providing shared digital infrastructure and services, making valuable sector-wide deals with IT vendors and commercial publishers and offering expert advice and practical assistance.

And, by doing all this as affordably, efficiently and cost effectively as possible, we’ve saved money and delivered considerable collective digital advantage to universities and colleges.

In 2015 we launched and established new products and services in response to the direct request and need of people in our sectors, from improved cloud data deals to cybersecurity services – all adding up to savings of more than £200m a year.

We have revitalised our customer services team, ensuring a renewed priority on the people we serve. Through our co-design innovation process, people working in education and research are an integral part of deciding and shaping what we do in the future.

Under the tenure of chief executive Martyn Harrow, Jisc has made substantial transformational change and we thank him for all the huge progress he has made. The organisation is now set for its next phase of development under its new chief executive, Dr Paul Feldman.

Jisc is the sectors’ own organisation under the sectors’ own oversight and direction and dedicated entirely to its collective needs. We look forward to continuing to work with all our colleagues in 2016 and beyond to harness the unique advantage of Jisc for further collective benefit.

Professor David Maguire, Jisc Chair
Collaboration is at the heart of Jisc’s work – it’s central to our co-design process of innovation and research and development. We work with sector organisations throughout the UK to ensure that we’re providing the services that are needed now and in the future to keep our sectors competitive. We also work with customers and stakeholders to generate, evaluate, prioritise and action ideas, while responding to strategic requirements from key sector bodies such as Hefce.

As a result of our engagement and collaboration, we launched these exciting products and services, among others, in 2015:

**The Heidi Plus business intelligence service**
HESA service developed with Jisc, enabling more effective decision making in HE

**The Assent trust and identity service**
Giving quicker, secure access to essential services

**Digimap for Colleges**
Free online mapping service for FE

**A national consortium with Orcid**
Managing research more efficiently

> It’s easier to see where investment is needed if we have the full picture in front of us. What’s so good about the Financial X-Ray tool is that it also makes it easy to benchmark spend across the sector.

Andrew McConnell, director of finance at the University of Huddersfield
In 2015 we brokered deals...

At Jisc we use our collective power to negotiate national agreements with global companies such as Google, Microsoft and Amazon. It means that you save time and money when purchasing efficient and effective services, such as Cloud, and can be confident that procurement has been properly carried out to maximise quality and minimise price.

**Amazon web services**
24 UK organisations have now subscribed to this new model of cloud services, offering UK colleges and universities improved terms and conditions and a simple way to manage accounts.

**Google Apps for Education**
We have negotiated preferential terms and conditions for the use of Google Apps, including due diligence, which will be reviewed annually.

**Microsoft Office 365**
We have agreed amendments and due diligence on 100 pages of contractual documents for Microsoft Office 365.

The University of Dundee migrated all of its 22,000 student accounts to Microsoft’s Office 365 Education service over a week. Staff there say this was achieved with zero down time, and estimate that Office 365 “will save us at least £500,000 in infrastructure and staffing over five years”.
In 2015 we advised and engaged...

Jisc has a team of specialists spanning all aspects of digital technology, ready to provide expert, independent support and guidance on technology, tailored to you.

In 2015 our expert advice became even easier to access with a single point of contact for each institution through a dedicated account manager.

Engaging with our sectors is crucial to understanding how best to work together for collective benefit. In 2015 we held a wide range of events to consult, network and learn:

- **Digifest 2015**
  - Celebrating the power of digital

- **Networkshop**
  - A platform for IT professionals to network and discuss new technologies and best practice

- **Connect More**
  - Free interactive events with the latest in innovative technology

- **Regional events**
  - Annual regional events in each English region and devolved nation

- **Consultative fora**
  - Twice-yearly technology and digital resources consultative fora

- **Stakeholder forum**
  - Annual stakeholder forum

"Jisc are an excellent partner to work with. They have a wealth of knowledge that we can call upon. They always have an open door or a ready answer on the phone."

Peter Robinson, director of quality and planning, Heart of Worcestershire College

"As a small specialist institution we rely heavily on Jisc for advice and guidance on issues like copyright, data protection, freedom of information - and that has undoubtedly saved us a lot of money."

Caroline Cochrane, head of information services, Royal Conservatoire of Scotland
Seamless, wireless connectivity is something everyone wants. It’s a service like water – people want it to just ‘be there’. I would really encourage others to deploy eduroam. It’s so simple, for the immense extra value you get out of it – why would you not?

Daniel Loughlin, IT director at Esher Sixth Form College, Surrey

In 2015 we shared...

At Jisc we do things such as shared infrastructure and services that it makes sense to do on a UK level once rather than at an institutional level a hundred times across the country.

Thanks to the Janet Network, the UK’s world class network for education and research, 18 million users share and access essential resources, data and services.

Our shared data centre expanded, welcoming its first FE customer and helping more HE institutions benefit from fast connectivity and lower bills in a highly secure, reliable and flexible facility.

In May 2015 the UK Access Management Federation, which offers users secure access to online resources and services through a single login, welcomed its thousandth member.

eduroam expanded to more than

240 organisations in the UK...

plus

74 countries worldwide...

reaching over

500,000 internet connected devices a month.
Our telephony purchasing service is already saving between £15,000 and £75,000 in more than 30 HE and FE institutions.

Pembroke College reduced its telephony costs by 55% (around £25,000 a year).

In 2015 we saved you money...

Jisc’s value, savings and efficiencies for HE and FE in 2015 total £203m, including:

- **£2m**: VAT cost sharing group
- **£41.2m**: Janet network
- **£9.8m**: eduroam
- **£9.2m**: Vscene
- **£7.4m**: UK Access Management Federation
- **£750m**: Jisc Collections negotiations efficiency gains

Our cybersecurity services created value, savings and efficiencies worth £22m through the prevention of security incidents.

Partnering with QuoVadis to streamline and speed up our digital (SSL) certificate service last year saved over £500,000.
We’ve negotiated cloud purchasing frameworks and special terms for education and research with Amazon, Microsoft and Google saving you £7.5m a year. One institution using Microsoft 365 made annual savings of £30,000 by outsourcing its student email and £1.3m outsourcing its full data storage facility.

**Case study**

**Pembrokeshire College benefits from 55% reduction in telephone costs**

In west Wales, Pembrokeshire College had been running IP telephony for a number of years to cater for its 4,500 students and staff on multiple campuses. Call costs were becoming a real concern so the College identified its telephony requirements and confirmed that it wished to use Janet’s Telephony Purchasing Service to determine the winning tender.

Our procurement team then submitted a Simplified Contract Notice on Pembrokeshire College’s behalf, allowing 15 days for any new bidders to join the service and to tender for the contract. This was followed by a mini-competition where all suppliers were invited to participate and undergo assessment.

Two suppliers submitted bids for the contract, which led to the College making its decision based on cost, as it already had peace of mind that both bidders were physically connected to the Janet network and had been rigorously evaluated. The College then engaged directly with the winning supplier to begin the transition and achieved a 55% reduction in costs in the process.

When the College’s mobile phone contracts come to an end, the College plans to use our service again, with the aim of making more substantial cost savings and achieving free calls between landlines and mobiles.

**Jisc expenditure on charitable activities and movements in reserves - year ended 31 July 2015**

- Increases in unrestricted reserves £8.6m
- Jisc Commercial costs £0.4m
- Governance costs £1.1m
- Value realisation £15.7m
- Futures £8.1m
- Increase in restricted reserves £0.4m
- Digital infrastructure £60.1m
- Digital resources - other £19.0m
- Digital resources - licensing £24.5m

£137.9m

Full details of Jisc’s financial position at 31 July 2015, as well as income and expenditure in the year ending 31 July 2015, is in the Jisc Trustees’ Report and Financial Statements 2014/15.
I’m really excited by the learning analytics service we’re developing – 60 institutions have already registered to trial the service. Our surprise success this year was our pilot of a digital leadership course – the pilot went well and we now have a waiting list of more than 100 people for the next course.

Andy McGregor
Deputy chief innovation officer, Jisc

We are very proud of the globally unique Jisc Open Access support service which is tailored to meet the needs of UK researchers and institutions in complying with funders’ mandates throughout the lifecycle of an article. We are delighted by the results of the Value of Jisc report which highlights that the Jisc eBooks for FE service delivers more than £7m in value each year to the college sector.

Keith Cole
Executive director digital resources, Jisc

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Sarah Knight
Senior co-design manager, Jisc

In 2015 I was pleased to work with UCISA on its Information Security Management Toolkit, turning community experience into practical guidance for universities and colleges.

Andrew Cormack
Chief regulatory adviser, Jisc technologies

I’m proud that we helped guide FE customers facing mergers on how to maintain optimum connectivity for their estates while minimising costs.

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Sarah Knight
Senior co-design manager, Jisc
The thing that’s fired me up this year is our consortium with ORCID, the international researcher identifier solution that brings efficiencies to all kinds of research workflows. Internationally, ORCID is making interoperability across the landscape a reality, and it’s exciting to be part of that movement.

Neil Jacobs
Head of scholarly communications support, Jisc

I’m really excited about the new dashboards we’ve been working on to help a wide range of staff make evidence-based decisions. We’re undertaking the burden of data access and analysis on behalf of our members – making it more efficient and effective for everyone.

Myles Danson
Senior co-design manager, Jisc

I’m thrilled about Jisc working together as a single organisation, making it so much easier to listen to our customers and deliver what they need.

We’ve had a strong response to our academic survey, more than 6,500 academics told Jisc and RLUK how they conduct their research to help us understand current practices and ensure that university libraries are equipped with the very best services to deliver to their needs.

Our customer dashboard is really helping customers in colleges and universities understand the full breath of Jisc products available to them.

Louisa Dale
Director Jisc group sector intelligence

This year I have been excited to start working in a deep engagement with the Business Librarians Association, which represents 118 institutions and 250 librarians, forging a partnership that should provide much needed support and value to that sector.

Craig Moran
Directorate operations manager, Jisc Collections
Share our vision to make the UK the most digitally advanced education and research nation in the world.