The mitigation service is excellent. It really works. It does what you expect it to do and it delivers.

Liam Downey, IT Operations manager, Belfast Metropolitan College

**Challenge**
Between 2014 and 2016 Belfast Met suffered three severely disruptive DDoS attacks. The college uses Office 365 and stores as many applications and user files as possible in the cloud. As a result, when the attacks knocked out connectivity, the impact on students and staff was immense. “We faced interrupted access to email, our virtual learning environment, library systems – all those systems we store in the cloud. Teaching had to revert to chalk and talk. Administrative processes simply stopped,” says Liam Downey, IT Operations manager.

**Solution**
Jisc suggested the college trialled its DDoS mitigation service ([jisc.ac.uk/ddos-mitigation](http://jisc.ac.uk/ddos-mitigation)), in which the Jisc team monitors the Janet network for any DDoS attacks and steps in if they detect one. When Belfast Met faced another DDoS attack, the mitigation service proved its worth. The college was in mitigation for three weeks but “the only reason we knew about it was because Janet was telling us that we were in mitigation and scrubbing our data. We had no disruption. Our users had no idea. That’s our success story,” says Liam.