Building trust, to a tight timeframe

How Kingston University London was able to deliver on a commitment to the local borough council – by implementing Govroam quickly with the help of our trust and identity consultancy team

The challenge: implementing Govroam by Christmas
Ravi Jeyanolipavan, senior security analyst for IT services at Kingston University London, is no stranger to deadlines. But when, in October 2018, he was tasked with implementing the public-sector roaming service Govroam (jisc.ac.uk/govroam) by Christmas, he knew he would need outside help.

The university wanted to implement Govroam quickly as part of an outline plan it formed with the Royal Borough of Kingston upon Thames, as part of its programme of civic engagement. Using Govroam, public-sector users from the council would be able to roam seamlessly on campus – while in return, the university planned to extend its eduroam (jisc.ac.uk/eduroam) network into the town centre, so staff and students could roam in public places.

For Ravi, the deadline meant bringing in external consultants – with specific expertise in complex authentication software such as FreeRADIUS and Microsoft Network Policy Server.

The solution: trust and identity consultancy from Jisc
Given these challenges, Ravi recognised that the best solution was trust and identity consultancy from Jisc.

"Jisc was the clear winner," he says. "We had used Jisc consultancy in the past: they are well known for their reputation, and they have the skillset and competence to complete the work. These were key factors in choosing Jisc, especially as we were working within a tight timeframe.

"They have specific knowledge of the sector – and their trust and identity team has a specific skillset with regard to eduroam and Govroam."

Despite the short timeframe, Jisc delivered: after an initial scoping call to define requirements, our engineer was able to implement a proof-of-concept Govroam configuration in December. We also helped consolidate the university’s systems on to FreeRADIUS, and performed some work in January on documentation.

“By helping us meet our deadline, Jisc has helped us in our efforts to share information, ideas and opportunities,”
Ravi Jeyanolipavan, senior security analyst for IT services at Kingston University London
Benefits to the university: community ties
For Kingston University London, the benefit of using Jisc was that it was able to meet a commitment to its civic partner, the Royal Borough of Kingston upon Thames.

“The testing has gone well and it’s usable, so in technology terms we can plan to roll it out into production,” Ravi says.

Ravi envisages that, in future, this means that public-sector workers will be able to use Govroam in a library that the university plans to open next year, close to public areas and cafes, as well as at the flagship Town House campus, opening in 2019/20.

“Once implemented, local external visitors will have a much better experience of interacting with the university. It would be a tangible and visible demonstration to our civic engagement aspirations,” he says.

At the same time, the university not only plans to be able to deliver an eduroam network at Kingston’s public areas, but aspires, in future, to potentially extend that network to public buses and areas of social housing in the Kingston area – which would help to promote remote learning and social inclusion.

“By helping us meet our deadline, Jisc has helped us in our efforts to share information, ideas and opportunities,” Ravi says.

To find out more about Jisc’s trust and identity consultancy, please:

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jisc.ac.uk/consultancy/trust-and-identity