AeRO Forum 2016
Providers Panel: AARNet

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To provide telecommunications services to the Australian research and education sector which the market does not provide or does not provide at a reasonable price.

Australia is critically dependent on networking because of both our location and distributed population.
Q1. Planning

- Given the rapid pace of change in ICT and research, how do you plan (years) ahead?
  - Invest in raw commodity – fibre + Moore’s law – asset pooling
  - Demand aggregation (Sector, National, International)
  - “Community” subscription model
  - Enter into very long-term contracts (10+ years)
  - Generate an operating surplus to cover major re-investment

![Graphs showing member traffic, member subscriptions, and unit price decline.](image)
Q2. Services Portfolio

• Could (or does) specialisation/generalisation help in developing your portfolio of services?
  – Standardised network service(s) allows specialised scalability and reach
  – Generalised layered services for “masses”
  – Specialised consulting
Q3. Customer Needs

• How do you assess that what you are offering meets the needs of communities/institutions?
  – Leveraged “resale” model; institutions reticulate AARNet network services to individual researchers and research groups
  – Multi-level engagement
    • Governance/strategy (VC and xVC) – Board
    • CIO and IT – AARNet Advisory Committee (AAC), Customer Relations
    • Researchers, Research Programs, Research Groups – eResearch
  – Not a network conversation – Data Access + Data Movement

Science DMZ: Frictionless Data Movement
Q4. National Coordination, Q5. Workforce

- What, if any, sort of national coordination is needed to get the best value?
  - A broad mission (research and education) with strong institutional engagement through a board
  - Sector wide demand aggregation
  - Forums, structures, and leadership to drive outcomes for researchers and research institutions

- Do you have the workforce you need, and if not, where will you find it?
  - For networking, yes, from industry and institutions
  - For layered services, increasingly challenging
  - Expectation of services at “AARNet scale and quality”

1 – Deliver Australia’s R&E Network
2 – Grow the R&E Community
3 – Build Services Capabilities