TCD/UCD INNOVATION ALLIANCE - ACADEMY IT REQUIREMENTS

INTRODUCTION

The creation of the Innovation Alliance between TCD and UCD creates new challenges in providing users with access to the electronic resources of the member organisations, irrespective of the physical location of the user or the owner of the resource.

SCOPE OF REQUIREMENTS

The Innovation Academy is the educational centrepiece of the Innovation Alliance. The Academy is a collaborative joint venture in PhD education that builds on existing resources and synergies between the two institutions. The Innovation Academy is based in Foster Place and has been renovated by TCD for the purpose of facilitating collaboration and innovation. As there are currently no clearly defined IT requirements for the Innovation Alliance the IT service departments in both institutions have come together to align a set of principles that provide a starting framework for cooperation in IT service provision. Below is a proposed set of principles that TCD IS Services and UCD IT Services agree on in order to facilitate access:

- The parent organisation responsible for the physical space allocated to the Innovation Academy is responsible for the network infrastructure and associated services including network (IP) address allocation.
- The network (IP) address space allocated will be treated as internal address space by both member institutions.
- Innovation Academy members will have access to the local network via the eduroam service. This service enables the user to access the local wireless service (WiFi) using their home institution IT account credentials (Username and password). No other shared network or printing services were initially required or provisioned.
- To safeguard users and to ensure the integrity and reliability of the local computer systems, users must adhere to the eduroam acceptable usage policy and the local acceptable usage policy.
- Information will be published on both institution websites detailing the IT service provision for the Innovation Academy. Each institution will endeavour to provide support and assistance regarding connectivity to their students in advance of a student’s visit to the other’s site. As a reciprocal arrangement each institution’s Helpdesk will provide information and guidance to the Innovation Academy eduroam users. The Support Services Manager in IS Services, TCD and the Head of IT Customer Services in IT Services, UCD will act as cross-institutional points of escalation if the local Helpdesks are experiencing procedural difficulties in supporting the users of the Innovation Academy.
• Consideration should be given to using eduroam authentication on the wired network to have a standardised authentication service available.

• Ideally users should always be authenticated via their home institution credentials and not be required to register pieces of physical equipment with multiple institutions.

UCD IT Services & TCD IS Services, June 2010