CLEO

Cumbria and Lancashire Education Online

Remote access solutions

using the CLEO network

National Education Network Provider

Cumbria County Council

Lancashire County Council

CLEO Remote Access Services

Providing remote access to schools networks for staff and pupils

CLEO Remote Access Services

The Cumbria and Lancashire Education Online Regional Broadband Consortium (RBC) is made up of two local authorities; Cumbria County Council and Lancashire County Council and provides broadband connectivity to schools across the region. Through its network provider, Lancaster University Network Services, the RBC aims to provide an efficient and secure IP network for all the schools connected to it. In addition the RBC is also inter-connected with all the other 9 English RBCs via the Universities JANET Network.

The DfES "Harnessing Technology Strategy" (published March 2005) lays out key priorities for increasing the flexibility and opportunities for study and learning using ICT. CLEO's remote access services are one step in CLEO helping schools to address the personalised learning agenda over the coming years.

CLEO's Remote Access service can help schools wishing to:

- Access the school network by teachers and pupils from home
- Remotely administer the school network
- Access a school hosted virtual learning environment (VLE)
- Access resources and software on the school network
- Access management information systems

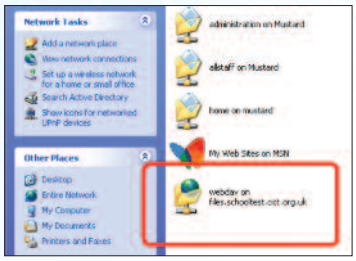
All CLEO remote access services are provided to support school staff in delivering the curriculum and for teaching and learning. They are also intended for managing and administering school networks. However, by using a Remote Access solution to administer your school network, schools must ensure that all users are fully aware of the Terms and Conditions of the service.

CLEO now have a range of remote access solutions that are provided free of charge to schools;

- CLEO Webgateway
- CLEO Remote Folder Access
- CLEO Remote Desktop Access

CLEO Remote Folder Access

(allows staff and pupils access to files on the network)



CLEO Remote Folder Access uses WebDAV technology and allows staff and pupils access to central file servers. Your school files appear as a 'network place' on your desktop. It lets only one user modify a file at a time, while allowing multiple users to read it. This allows files to be locked while they are being edited, preventing unexpected changes from occurring. The solution is a simple one and integrates with MS Windows giving users a familiar experience when looking at and moving their files.
However, it gives access to files only with no access to any applications, network settings or printers. Applications must be run locally on the remote users' PC.
To enable CLEO Remote Folder Access, schools will need to request a CLEO Web Gateway. WebDAV is included in IIS 6 services for Windows 2003 but schools should check licensing for connecting to their Windows server.

CLEO Remote Desktop Access

(for teachers and management staff to connect to MIS systems and network desktops)

CLEO Remote Desktop Access provides secure access using a web browser to
your school network desktop. It is powered by SUN's Secure Global Desktop (SGD). By only requiring a web browser with Java enabled (such as Internet Explorer), the solution is simpler than CLEO Remote Management Access whilst still providing the same functionality. It does not require any additional software to be installed on the remote PC and can therefore be used on school and home PCs. It is suitable for all school staff.
CLEO are providing this service for all teaching and management staff in Cumbria and Lancashire, to allow them to access to their school's MIS system. The license is based on 5000 concurrent users, so Remote Desktop Access usernames and passwords will be enabled for all staff but logging on the system will be on a 'first come, first served basis'. CLEO offer no guarantee of access, but will be evaluating the popularity of this service.

CLEO Web Gateway

(allows staff access to webmail)

CLEO Web Gateway is suitable for allowing staff to remotely access web-enabled applications such as webmail. It can also be used for remote access to web enabled applications such as RM Easylink and Virtual Learning Environments hosted in school. This is one of the simplest methods offered by CLEO for enabling remote access, however, it doesn't provide the functionality of the CLEO Remote Desktop Access which can enable access to all files/software on network.

CLEO Remote Access Services – Feature comparison

Benefits	CLEO Web Gateway	CLEO Remote Desktop Access	CLEO Remote Folder Access
Access to school resources e.g. software, printers	✓ – only where web enabled	✓	✗
Access to school hosted VLEs, webservers and Exchange servers	✓	✓	✗
Recommended for IT Staff & Technicians	Intended mainly for curriculum access	Initial licenses intended for teachers to access MIS systems	Intended mainly for curriculum access
Recommended for Teachers & Staff	✓	✓	✓
Recommended for pupils	✓	Initial licenses intended for teachers to access MIS systems	✓
Remote users require good level of ICT literacy	✗	✗	✗
Access via web browser e.g. Internet Explorer	✓	✓	✗
Login via webpage	✓	✓	✗
Requires multiple logins	✗	✓	✗
Requires PC in school to be dedicated for remote access user	✗	✓ or Terminal Services	✗
Requires client PC software	✗	✗ - uses Java Runtime Environment	✗
Requires anti-virus software on remote users PCs	✓	✓	✓
Requires personal firewall on remote PCs	Recommended	Recommended	✓
Easy to Setup School Server	✓	✓	✓
Easy to Setup remote PC	-	✓	✓
Requires RADIUS to be set up on school server	✗	✗	✗
Requires regular management of user accounts	✓	✓	✓
Requires management of group policies	-		✓

One of the strengths of the CLEO network is the protection it provides all schools connected to it, as they are part of a private network with strict security in place to protect all schools from viruses, trojans and security breaches wherever possible. By using CLEO remote access solutions, schools benefit from CLEO network protection, logging and monitoring and strict terms and conditions.

CLEO has developed a number of guides and terms and conditions to help schools understand the requirements and preparation required before implementing remote access for an individual school. Please visit www.cleo.net.uk/ra. To apply for or discuss your requirements for Remote Access please contact;

Cumbria Schools

Cumbria Schools Helpdesk Tel: 01228 601225

Lancashire Schools

The Westfield Centre Tel: 01772 623222 Fax: 01772 621209
Email: call.centre@westfield.lancsngfl.ac.uk

Lancashire County Council

Cumbria County Council

National Education Network Provider

CLEO Cumbria and Lancashire Education Online

Cumbria and Lancashire Education Online (CLEO)
CLEO Project Office, Bailrigg House, Lancaster University Campus, LA1 4YE
Tel: 01524 592800 Fax: 01524 593515 office@cleo.net.uk www.cleo.net.uk