

TF NOC – a proposal

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NORDUnet

TERENA GA

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- Most NREN's and many campuses have a NOC function
- Costly and critical
 - NOC functions central to delivering good service for users
 - Requires major (human) resources
- Growing requirements
 - Layer 1 & 2 operations and provisioning
 - Additional services (AAI, Storage, Grid, ...)
- Substantial (usually local/private) development of workflows, tools and processes over many years
- We don't know what other NREN are doing
 - Excellent tools that are not widely known
 - Lots of experience that is not shared

- Bring together NREN people interested in NOC's, NOC tools, NOC procedures, NOC workflows, NOC organization, etc
- Initial activities
 - Investigating prior efforts (ITIL, TMForum?)
 - Define functions used and needed by a NOC
 - Compare tools used to realize these functions
 - Organization mapping
 - Discuss process workflows
- Investigating relevance for different types and sizes of networks

- NOC Functions
 - Setting up & maintaining a NOC
 - Knowledge management
 - Reporting
 - Documentation
 - NOC performance measurement – KPI's
 - Network SLA's, measurement & documentation
- Workflows
 - How to handle information sharing
 - Inter-NOC workflow management
 - Federated NOC's
 - Outsourced vs. inhouse resources
- Tool development:
 - Development vs. acquiring

- Best practice documents
- How-to guides for tools and processes
- Taxonomy of NOC tools (by function area, technology, etc)
- Survey of tools used by European NRENs
- Overview of NOC functions and their supporting tools and workflows
- (Proposals for) joint development of (open source) tools.

- Hopefully many NREN's
- Initial discussion at TNC2009
 - NORDUnet
 - BELnet
 - SWITCH
 - SURFnet
 - Wroclaw University of Technology
- Chair volunteers
 - Dirk Haex (dirk.haex@belnet.be)
 - Stefan Liström (stefan@nordu.net)

- Kick-off / show of interest meeting in September / October
 - NORDUnet would be happy to host
- Agree initial goals and deliverables
- Form Taskforce late 2009 / early 2010
 - First meeting with presentations of work at different NOCs
 - Later meetings (2010, 2011) to work on deliverables.