NORDUnet Operational meeting
3 of April 2013

Jonny Lundin

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- 10.00 to 10.15 Introductions and setting the agenda

- 10.15 – 12.30 NREN Operational updates (each update 20 min)

- 12.30 – 13.15 Lunch

- 13.15 – 14.00

  TF-NOC update – SL

  GN3 and GN3+ – LF

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- 14.00 – 14.30 NORDUnet general updates
    - PRISM Tender update
    - Splunk
    - Other ongoing tenders

- 14.30 – 15.30 Service discussion
    - Adobe connect
    - Box
    - Ticket systems
    - Other services

- 15.30 – 16.00 AOB and next meeting

- Mikael Ottosson NOC Eng   Sept 12
- Jonny Lundin NOC Mgr   Oct 12
- Bo Nadelius NOC Eng starts   May 2013
- Alex D left   March 2013

- Team:
  - Jonny Lundin
  - Salu Upadhyay
  - Dennis Wallberg
  - Mikael Ottoson
  - Alin Pastrama
  - Patrik Larsson

NORDUnet Org

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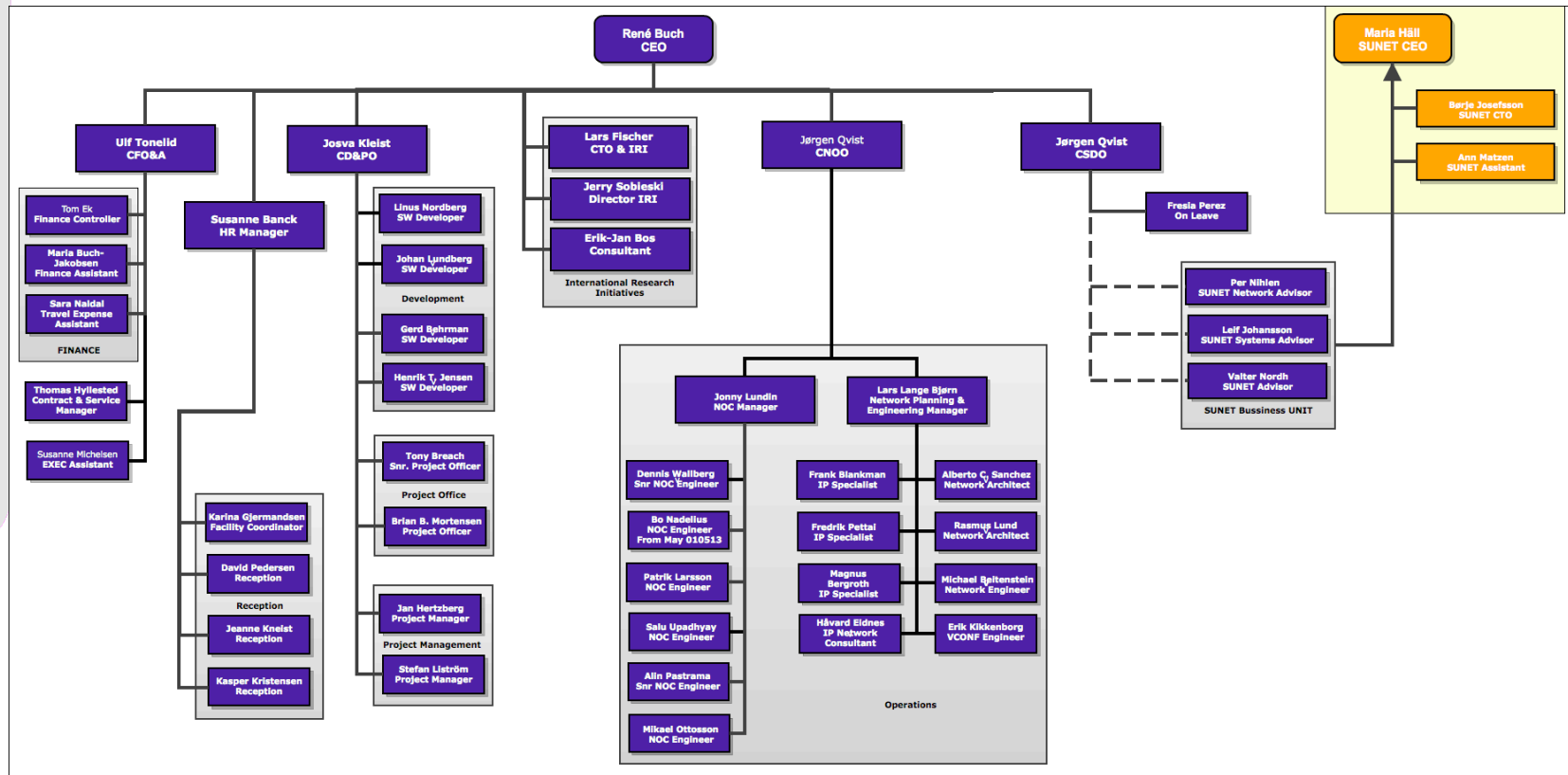
- # Major outages
  - ## MX 80 Juniper bug
    - 20 Dec - 31 out of 33 MX80 routers rebooted at 10.19 UTC to 10.24 UTC
  - ## NETAPP outage
    - 20 Dec – NETAPP outage post planned work
  - ## SUNET Adobe Connect outage - post planned work
    - 17:00 - 20/01/2013 to 00:23 - 25/01/2013
  - ## Google outage - post planned work – Routing update
    - 07/02 - 23.44 – 09.22
  - ## LDAP security incident
    - The reason for the intrusion was an vulnerable version of the phpLDAPadmin installed on the ldap2 server.
    - 2013-03-02 23.58 to 2013-03-04 17:00

- ## Incidents – customer impacting

	Incidents	Preventable
2012 W51:	11	64%
2012 W52:	3	33%
2013 W1:	4	0%
2013 W2:	10	10%
2013 W3:	12	18%
2013 W4:	10	30%

- ## Most common cause of preventable incidents
  - Planned work going wrong
  - No power backup/UPS didn't last

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- Reduce - Incidents
  - Improved change control
  - Proactive programs – Router failover test etc
- Project control and structure
- Improved BCP planning

- IPNETT: New routines have been implemented with IPNETT to faster react on SW bulletins and alerts. Juniper service NOW demo has also been held, which is under evaluation.

- Telenor: Fibre quality improvement project is on-going by Telenor.

- Level 3: Nothing to report.

- Alacatel Lucent: 40Gig link recovery times: Alacatel has provided a method to speed up the recovery time process post a link break, currently it could have up to 1 H recovery time. The new process to speed up the recovery time has not yet been tested in the network.

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- Eduroam Handover

- Adobe Connect V9 upgrade – SUNET, UNINETT, FUNET

- NCS Peer migration – Migration of local router to centralised peering configurations for the Internet exchange points.

- Upcoming projects
  - 100 Gig project SUNET Luleå - Stockholm
  - FW Migration NORDUnet
  - Host review NORDUnet
  - Confluence review

Other Initiatives

- Risk register implementation
- MINOR Service request – function
- BCP review completed for NUNOC March 2013

- JIRA TTS Split – Feb 2013
  - Improved functionality
  - Ticket severity

- Status December 2012:

- 10G is-rey <> dk-uni

- 2.5G is-rey2 <> uk-hex

- 2x1G is-rey <> us-man

- January 2013:

- 2x1G is-rey <> us-man decommissioned

- March 2013:

- 10G is-rey <> dk-uni moved to 10G is-rey2 <> dk-ore2 (after the initial plan for is-rey2 <> dk-uni did not work)

- 2.5G is-rey2 <> uk-hex moved to 2.5G is-rey <> uk-hex

- Status April 2013:

- 10G is-rey2 <> dk-ore2 (fiber route via UNI)

- 2.5G is-rey <> uk-hex