# TF-NOC survey
(tools and services)

Stefan Liström
stefan@nordu.net
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Agenda

- TF-NOC

- About the NOC Survey

- Results
  - Basic info and taxonomy
  - Network and services
  - Tools

- Questions

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- TERENA Task Force started in Sep 2010

- To **offer a forum** for leading staff members of Network Operation Centres (NOCs).

- It is **facilitating knowledge exchange** and collaboration in order to foster the development and improvement of NOCs, primarily within the research and education community.

- Work items
  - **Taxonomy of NOC organisations, internal processes, workflows**
  - **NOC front-end development and improvement**
  - **NOC tools, interworking/interfacing issues, and automation**
  - **Efficient communication/collaboration tools and practices**
  - **Facilitate the collection/creation of best practice documents**
  - **Investigate and liaise with other communities**

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- Focus on tools

- Running from early July to end October 2011
  - 88 responses: **35 complete** and 53 incomplete
    - (This presentation is based on information from 36 responses)

- Structure
  - Basic information (3)
  - NOC taxonomy (6)
  - Network and Services (6)
  - **NOC tools (29)**
  - Communication and front end (6)
 - Collaboration and best practices (3)
  - Closing (1)

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What is your role at your organisation

- NOC manager — 25%
- NOC engineer — 25%
- Technical Manager, CTO — 19%
- IT/Network specialist, architect — 11%
- Other — 14%
- Operational Manager, COO — 3%
- System administrator — 3%

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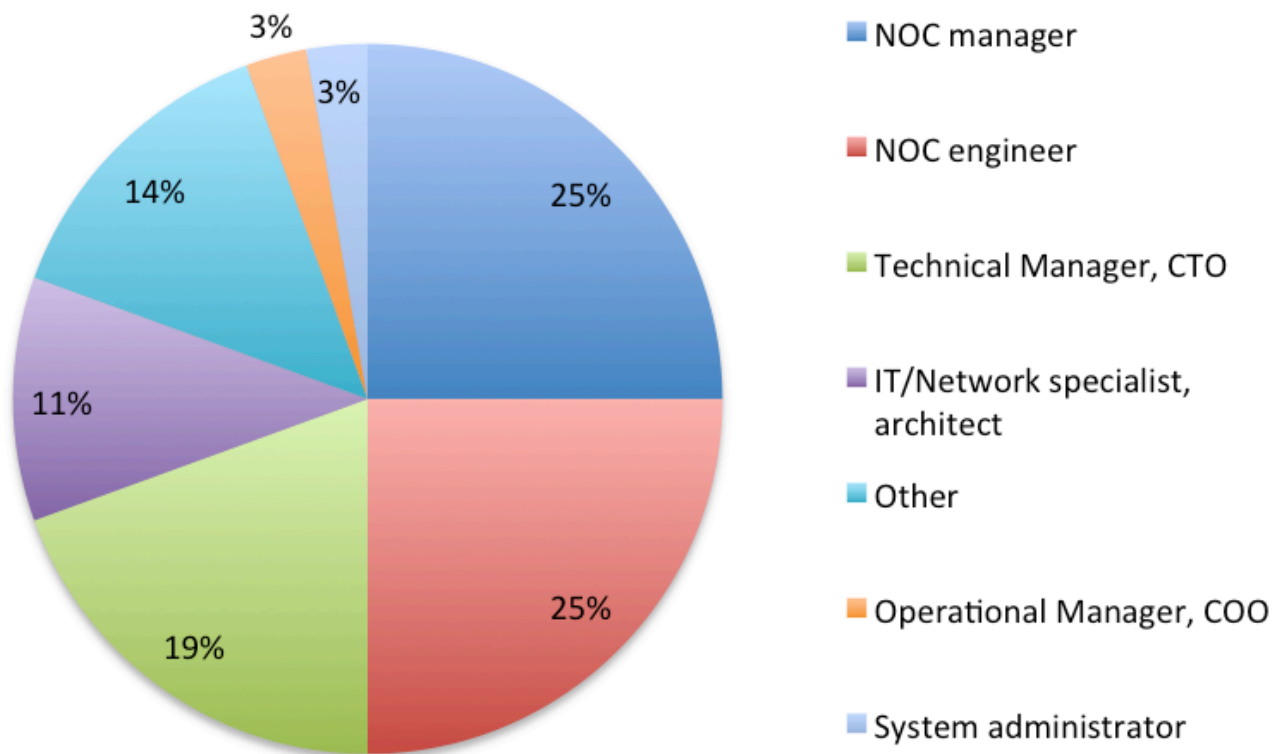
How is your NOC organised?

6%

40%

54%

- fully inhouse
- partly outsourced/inhouse
- fully outsourced

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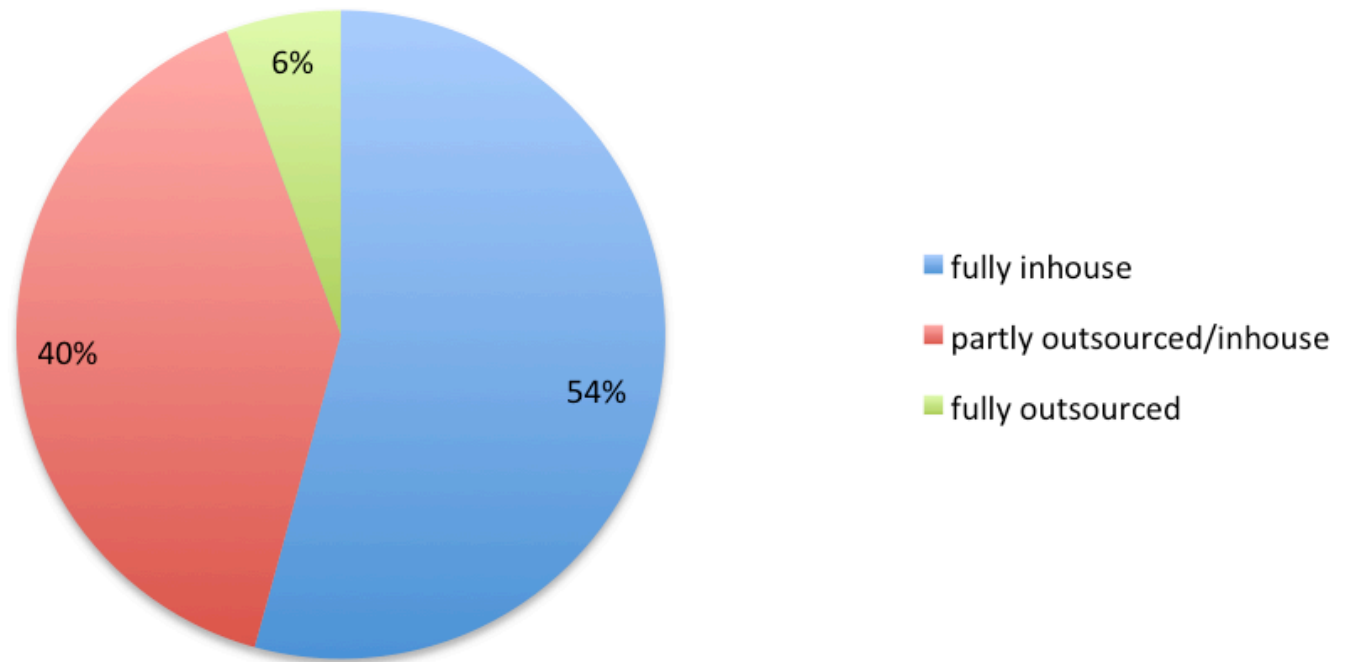
Type (range) of the network that your organisation is responsible for

Bar chart values:
- National research and education network (NREN): 24
- Regional, metropolitan network: 11
- Wide area network, among several countries: 8
- Specific research network (any range): 7
- Campus, university network: 5
- Commercial network (any range): 3
- Other: 3

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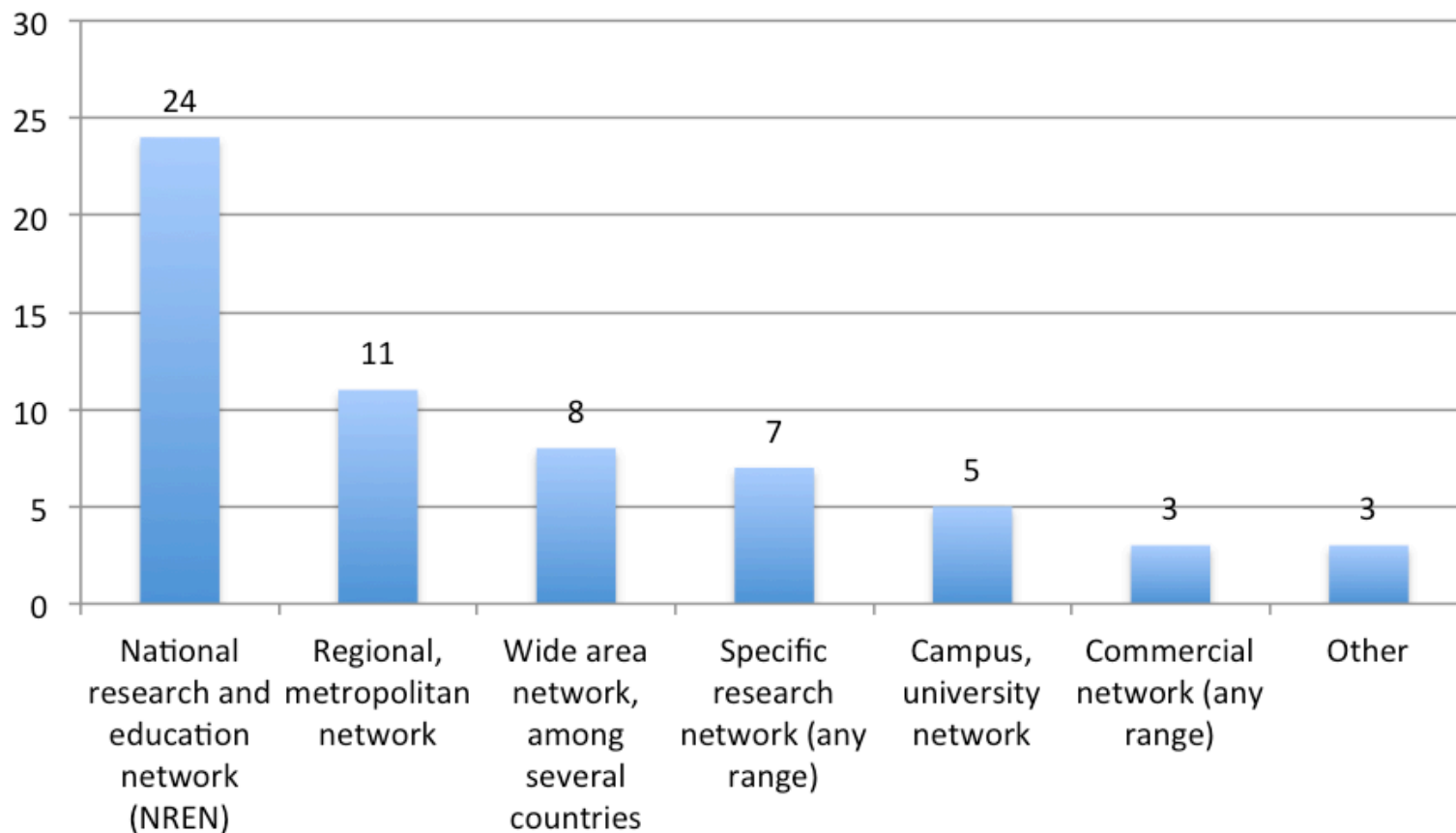
What kind of services is your NOC responsible for?
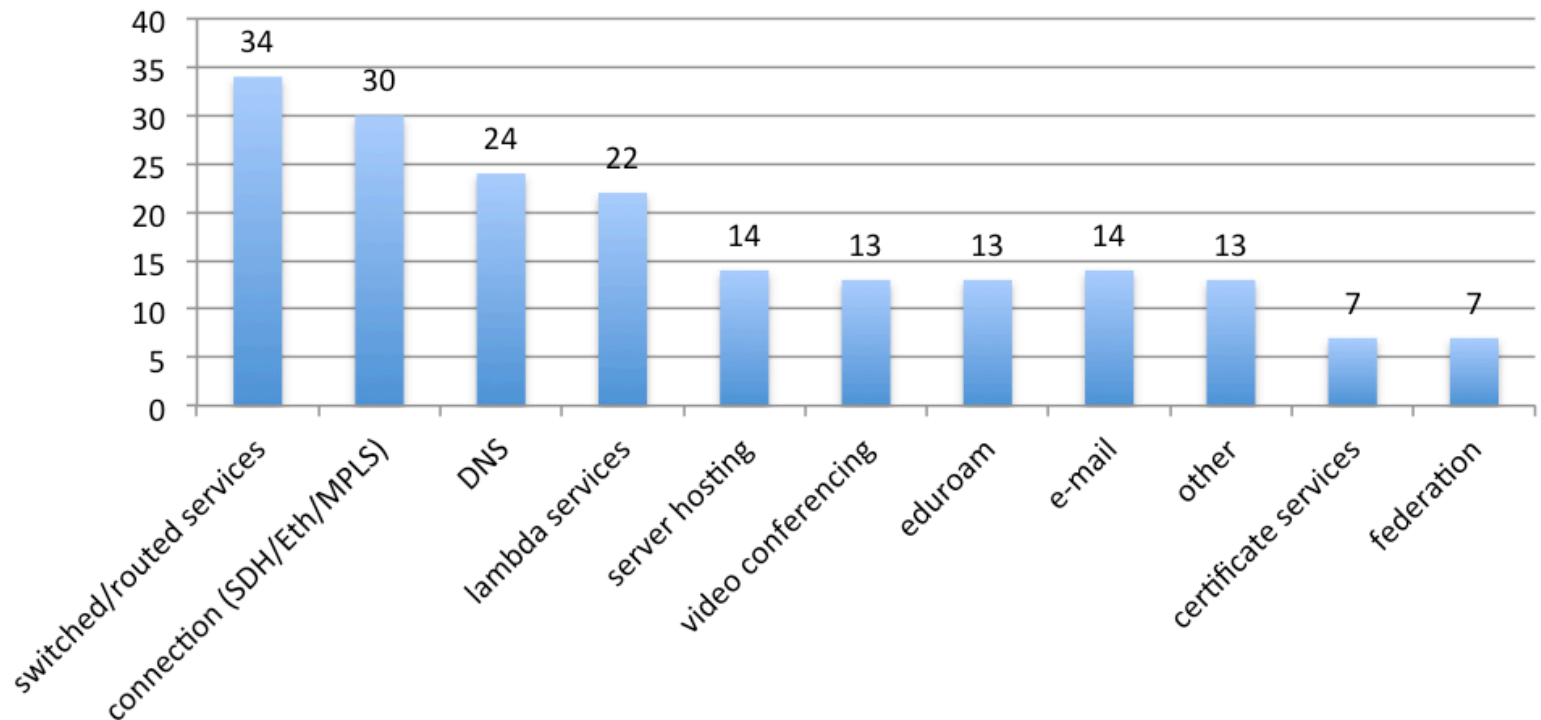
- We asked the question "What kind of functions is your NOC responsible for (and what tools do you use for those functions)?"

- 13 functions where listed and people could answer yes or no for each function

- If they answered yes, they got the possibility to describe which tool(s) they used for that function

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- Replies: 25 yes, 3 no, 8 did not answer

Communication, coordination, chat
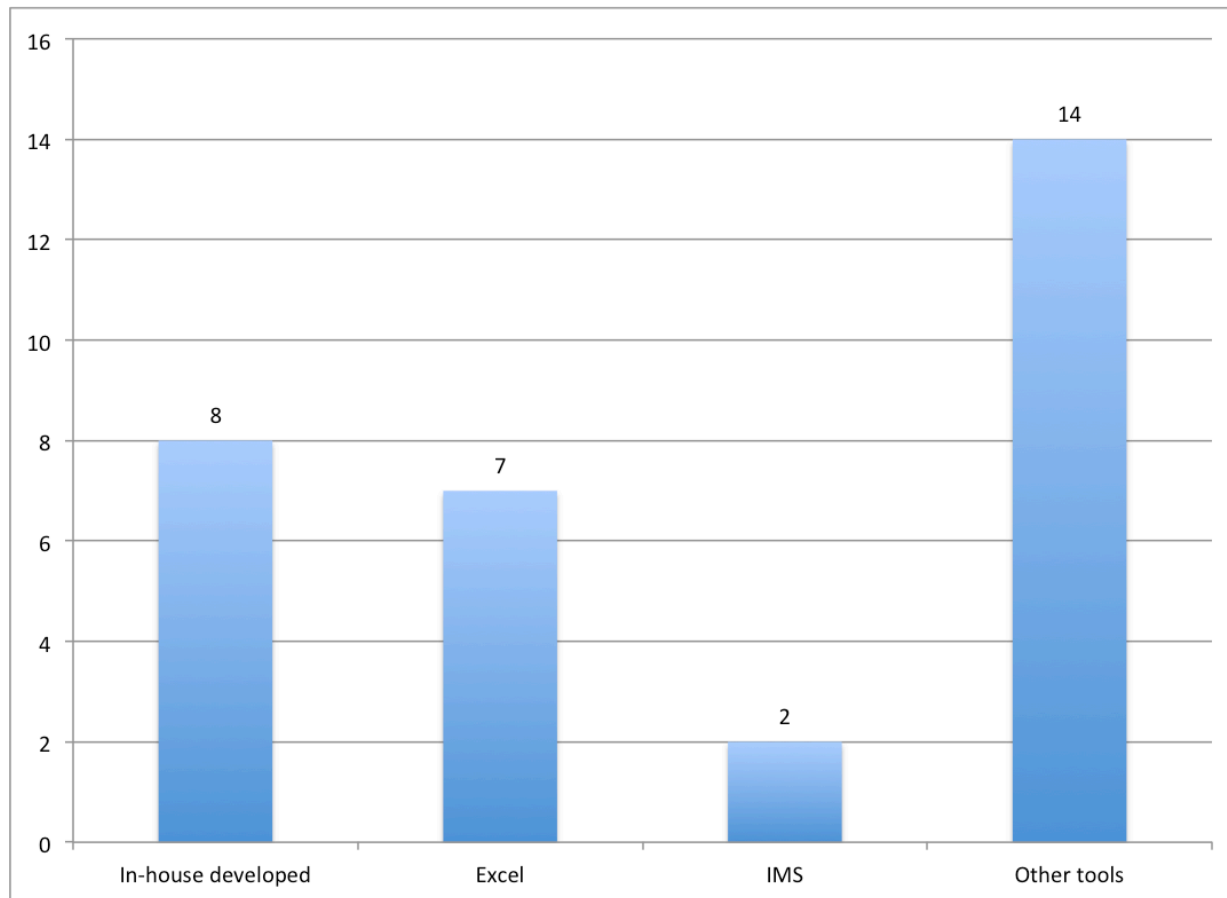
- Replies: 32 yes, 2 no, 2 did not answer
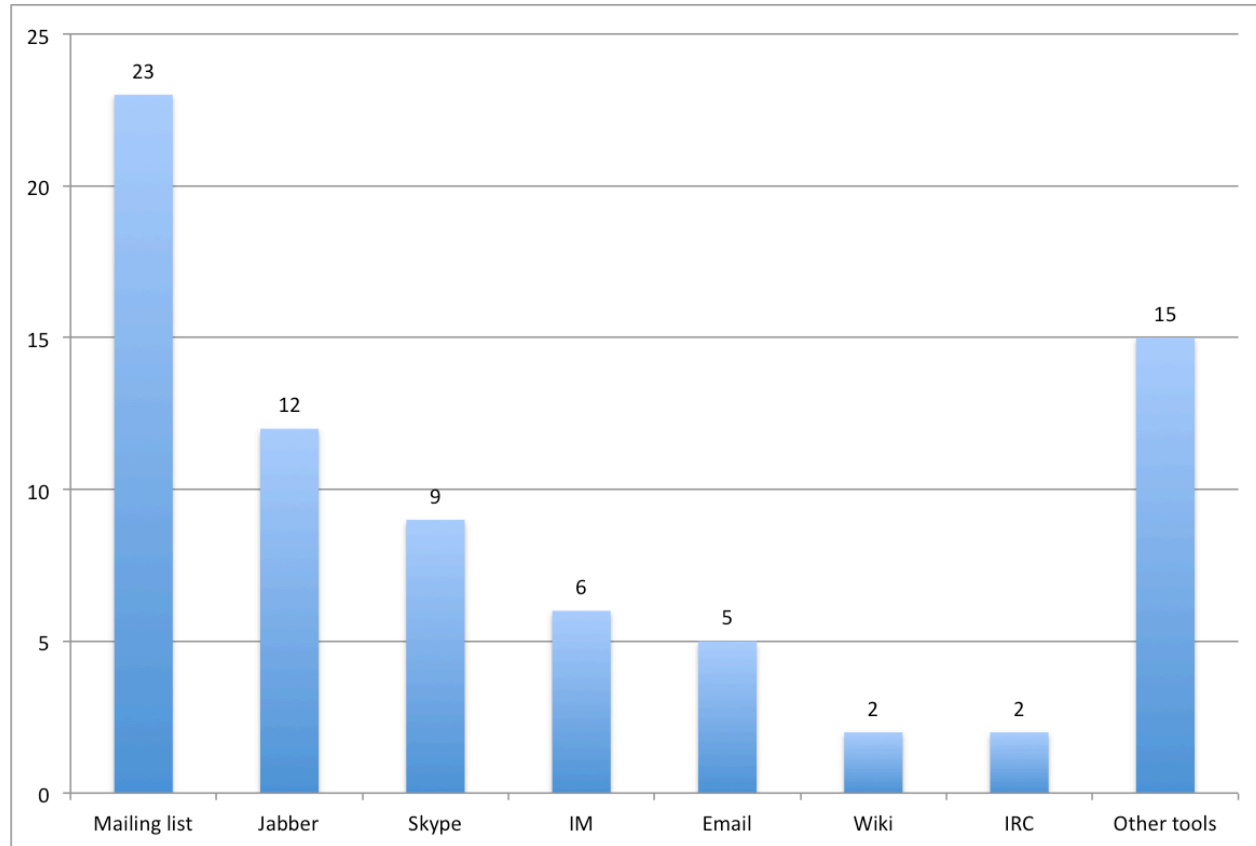
- Replies: 25 yes, 5 no, 6 did not answer

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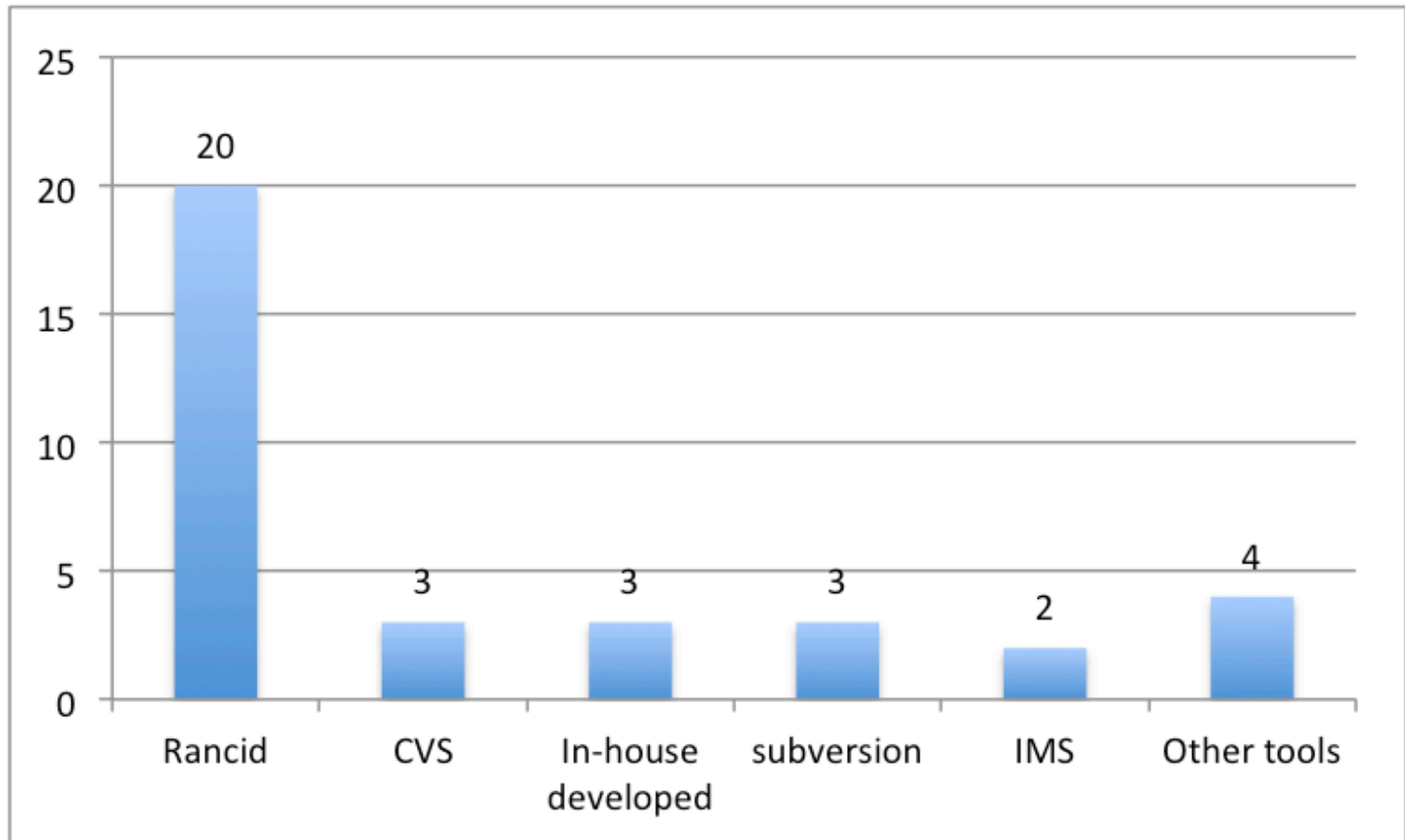
- Replies: 33 yes, 1 no, 2 did not answer
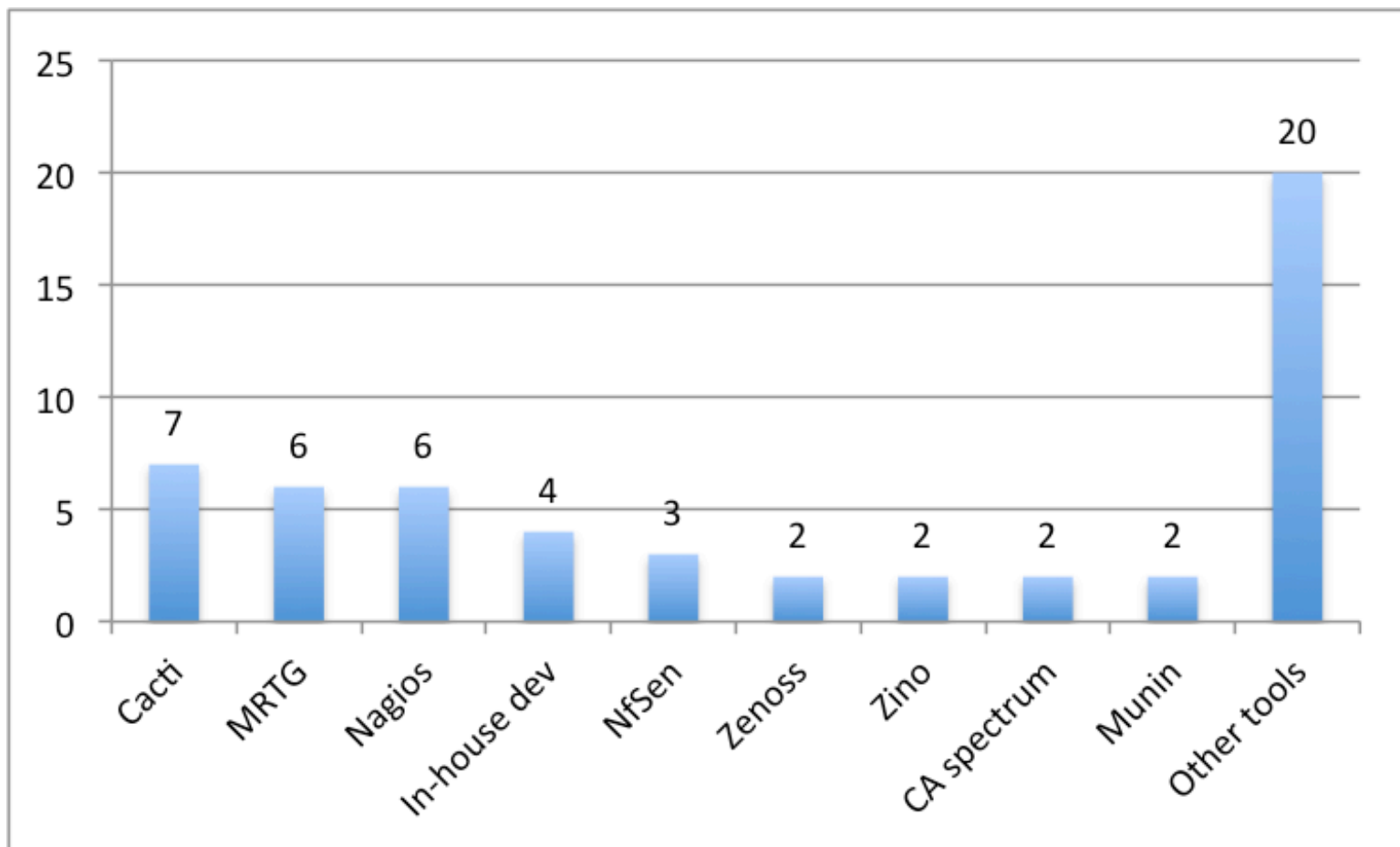
- Replies: 34 yes, 0 no, 2 did not answer

# Problem management
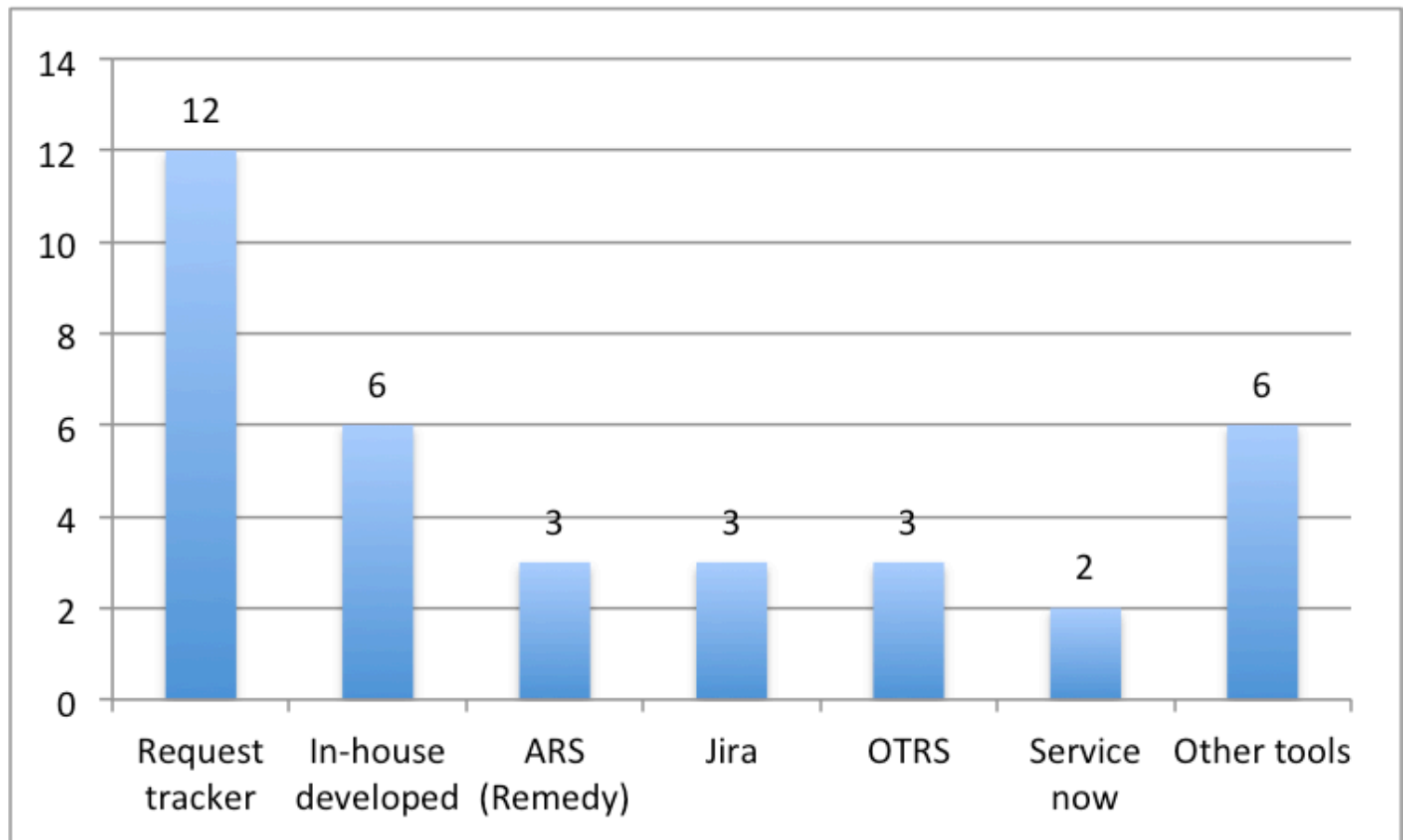
- Replies: 27 yes, 6 no, 3 did not answer

Security management
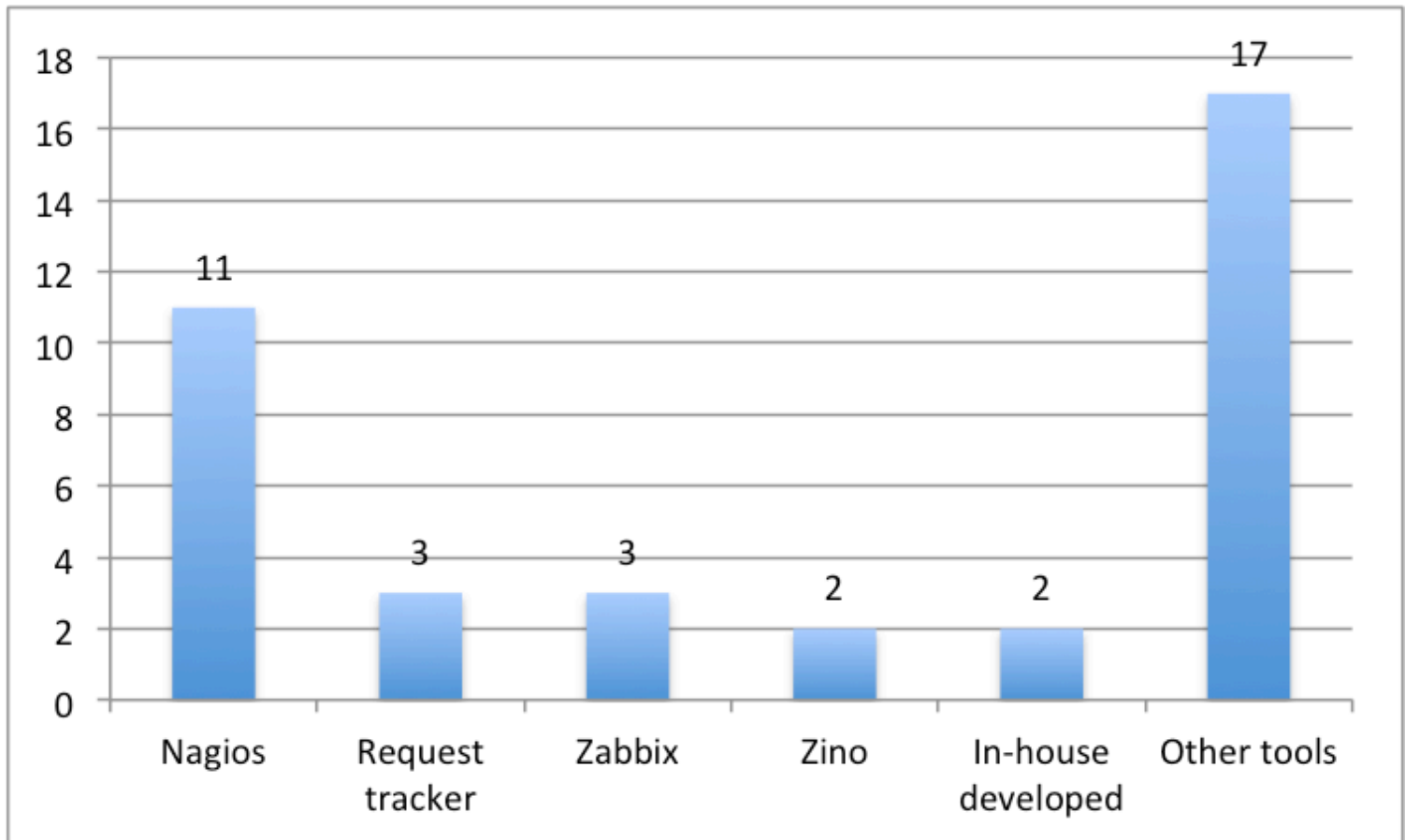
- Replies: 24 yes, 2 no, 10 did not answer
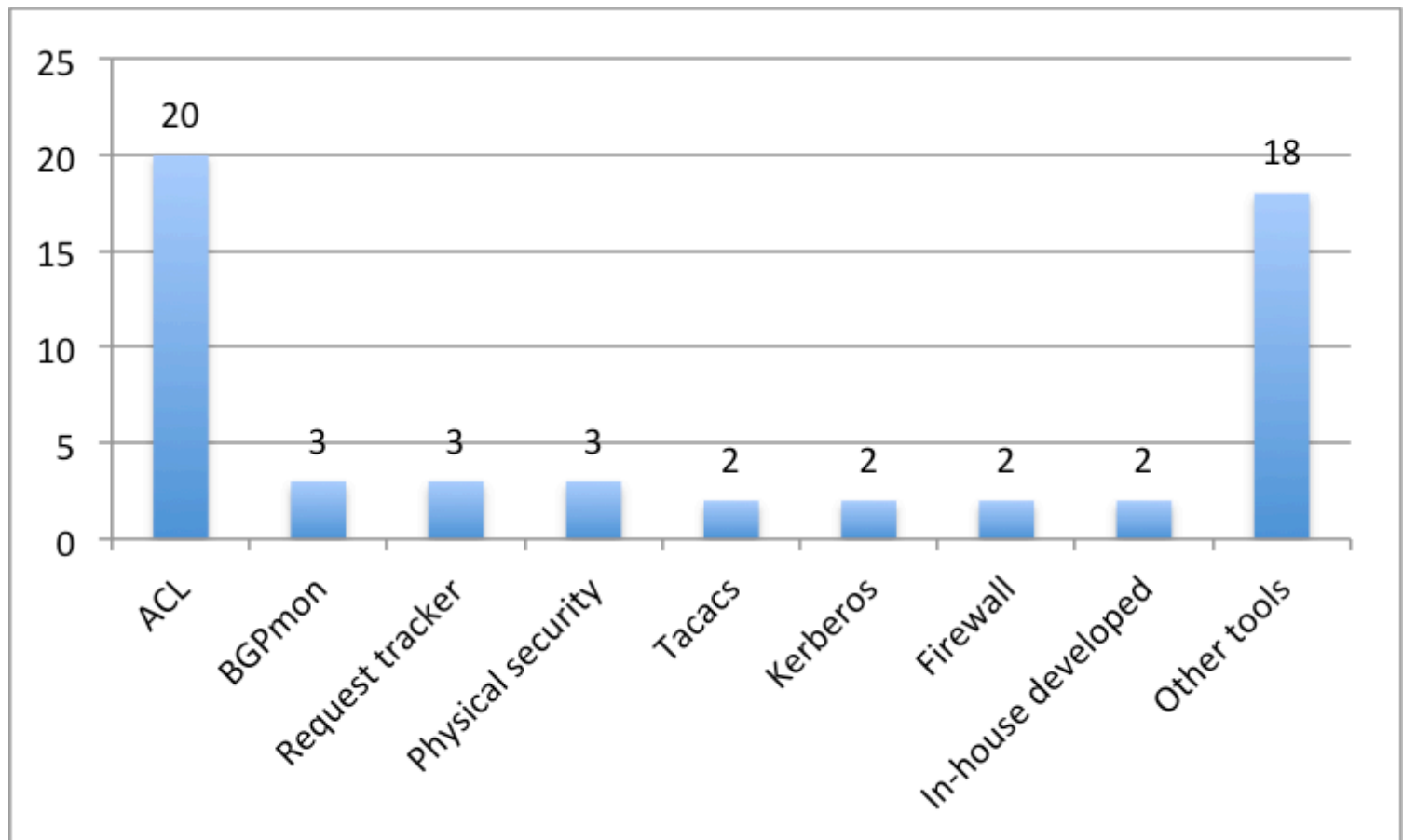
- Replies: 31 yes, 1 no, 4 did not answer

Performance management
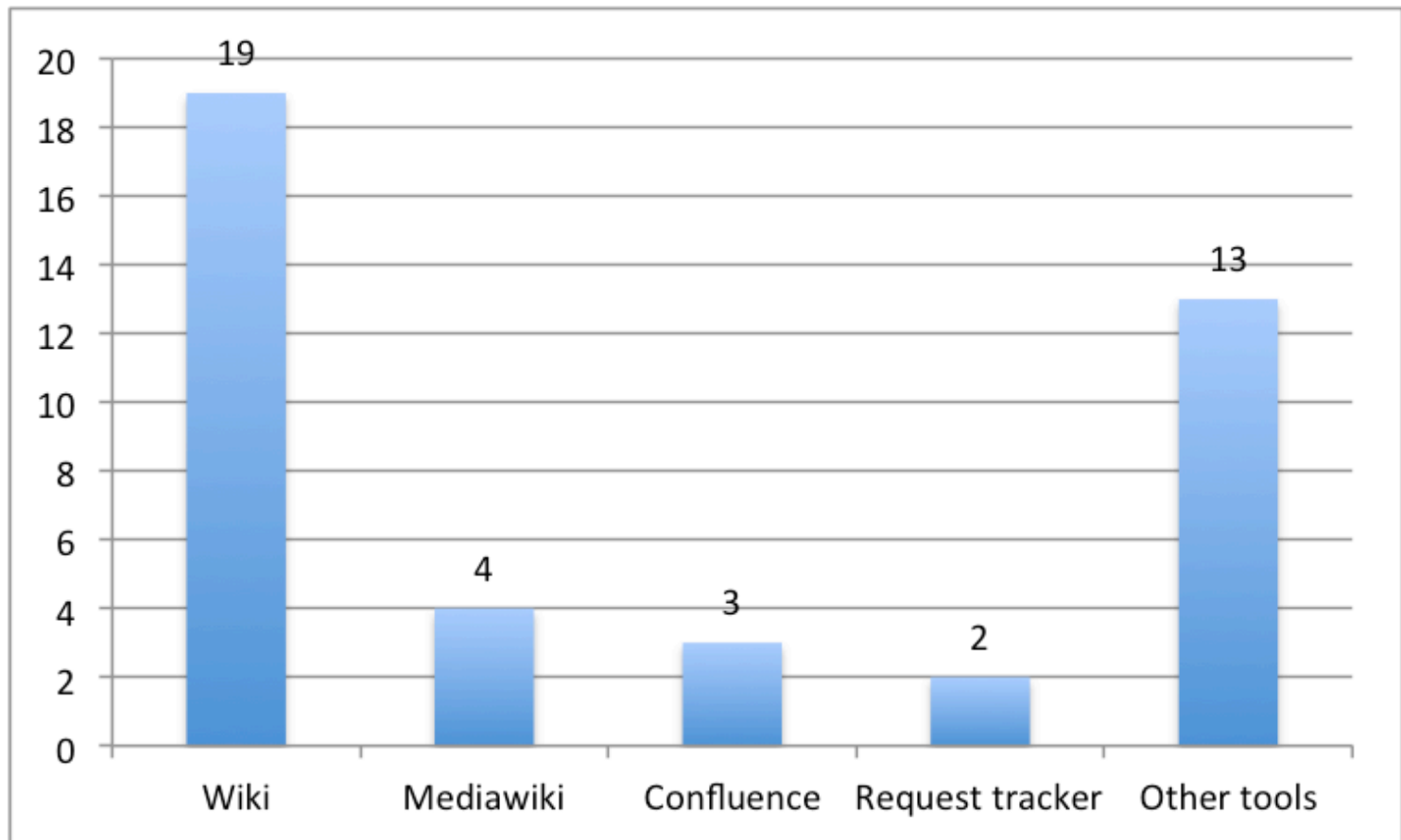
- Replies: 27 yes, 4 no, 5 did not answer

Change management
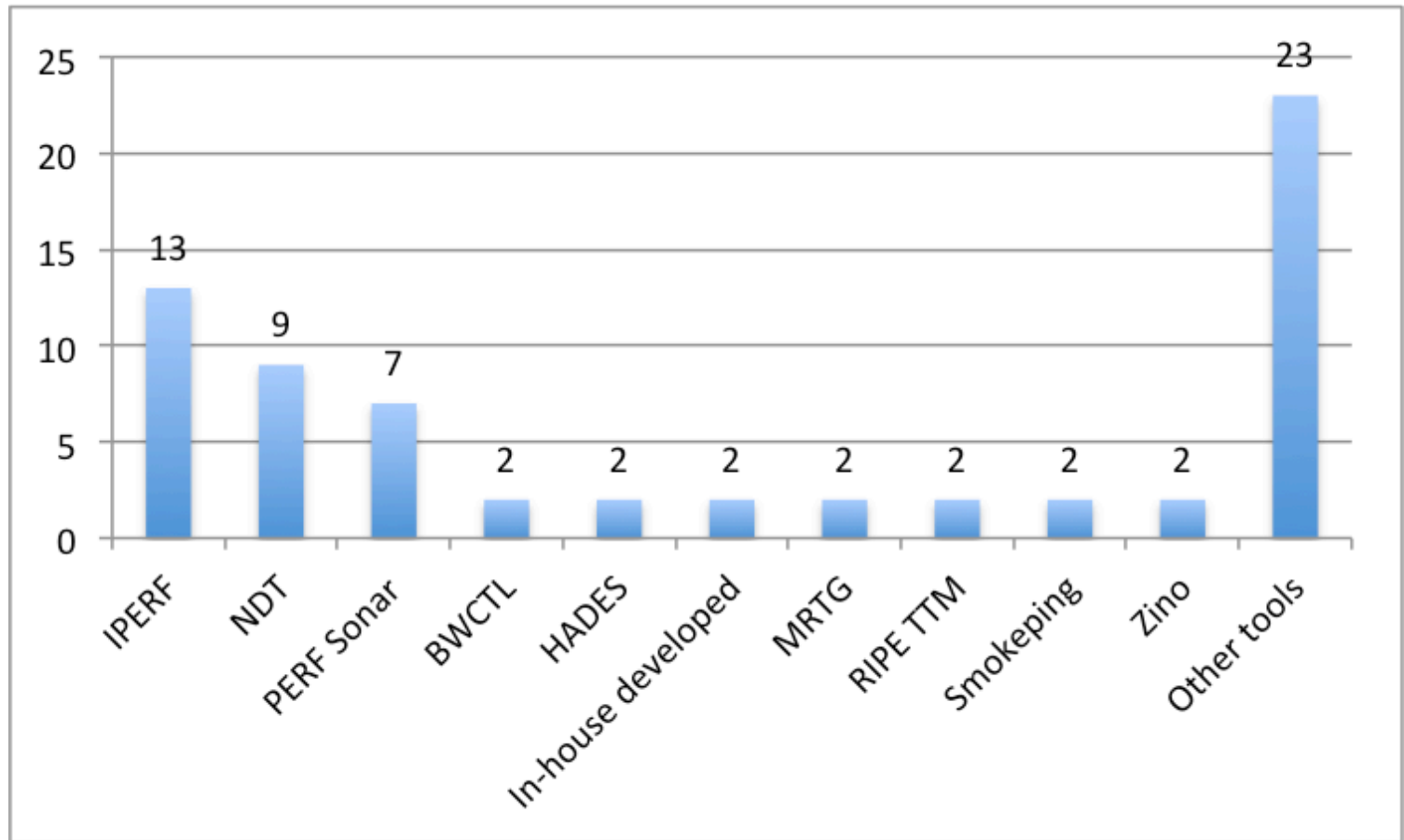
- Replies: 18 yes, 12 no, 6 did not answer

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- Replies: 36 yes

Out-of-band access

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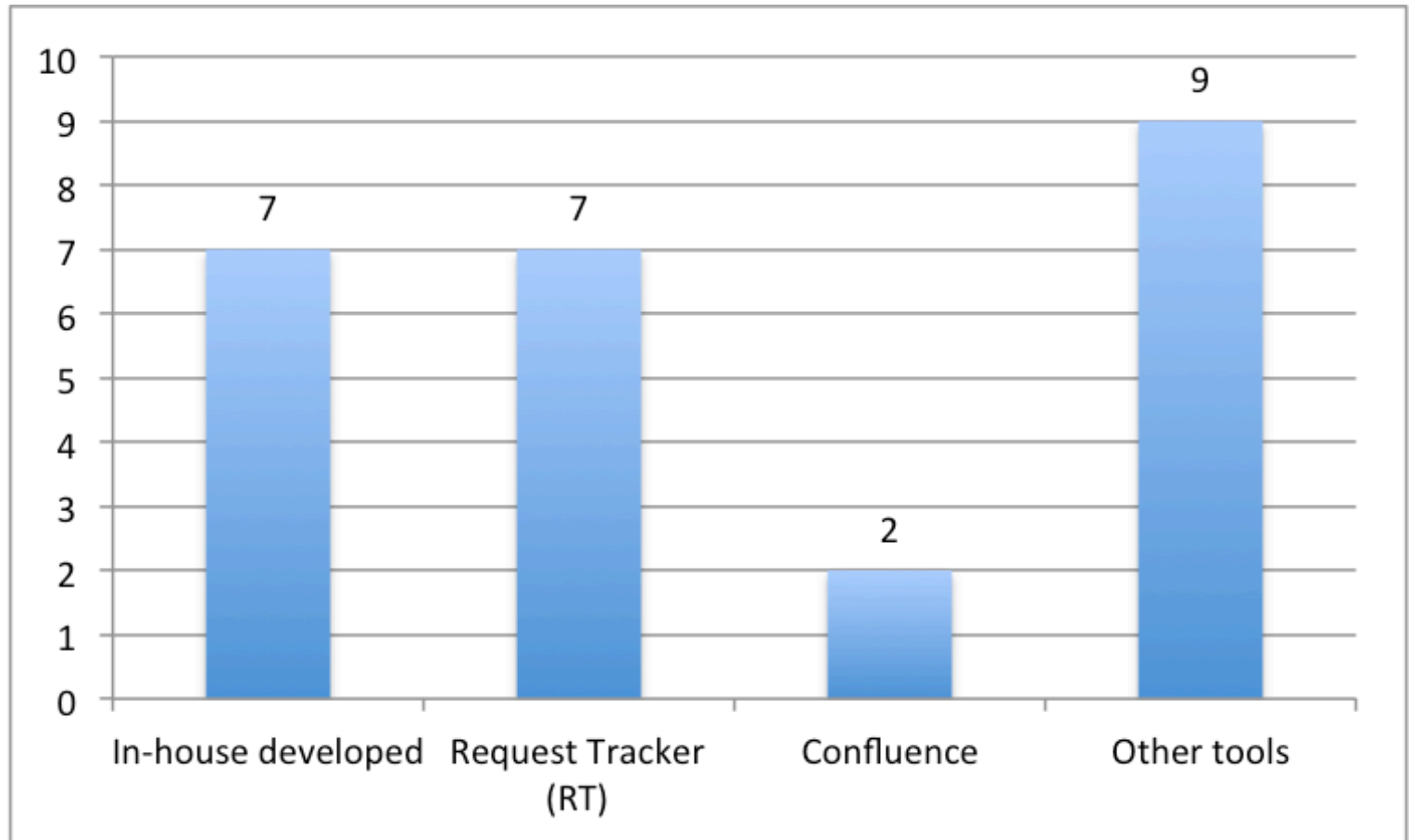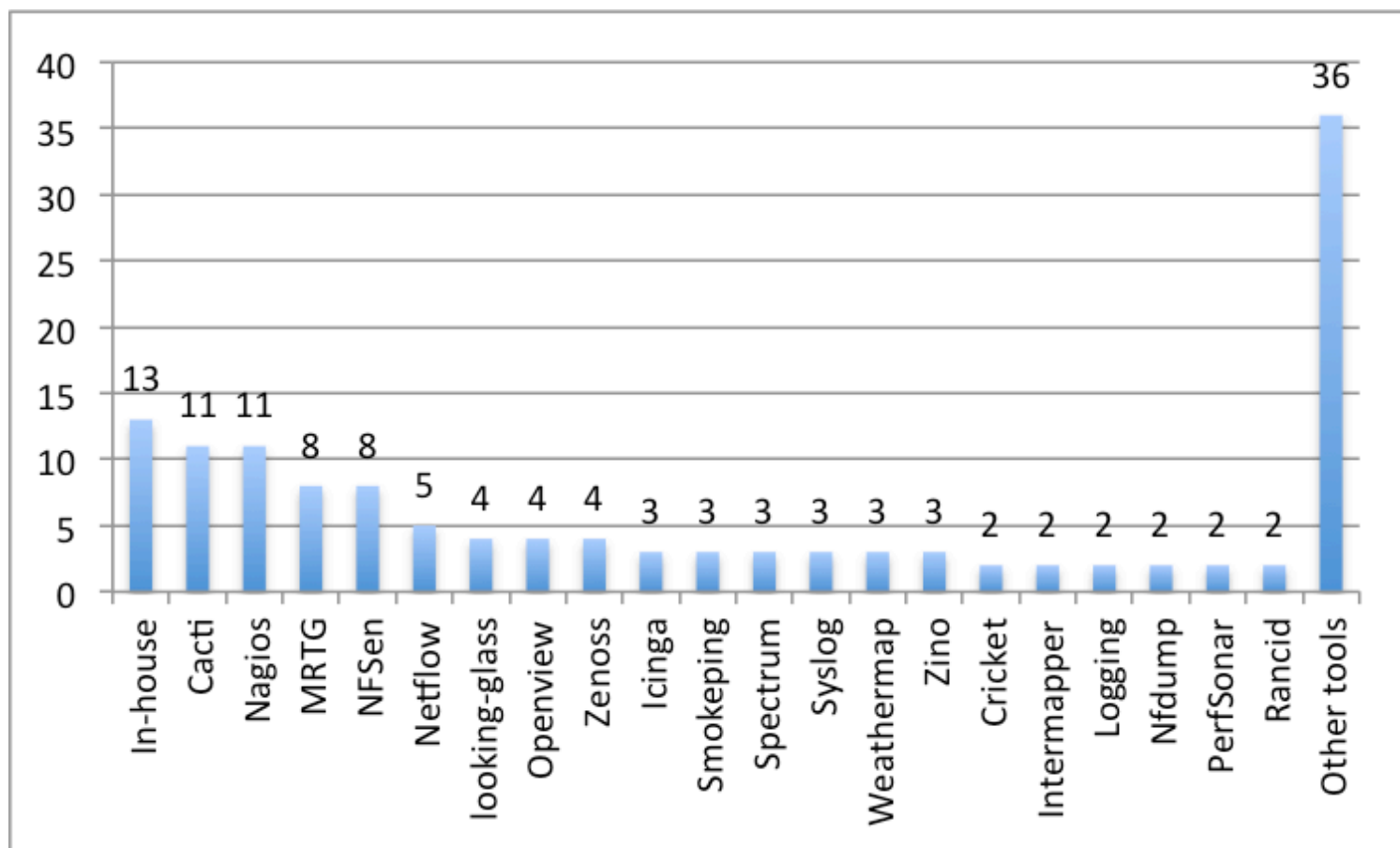
- Replies: 28 yes, 3 no, 5 did not answer
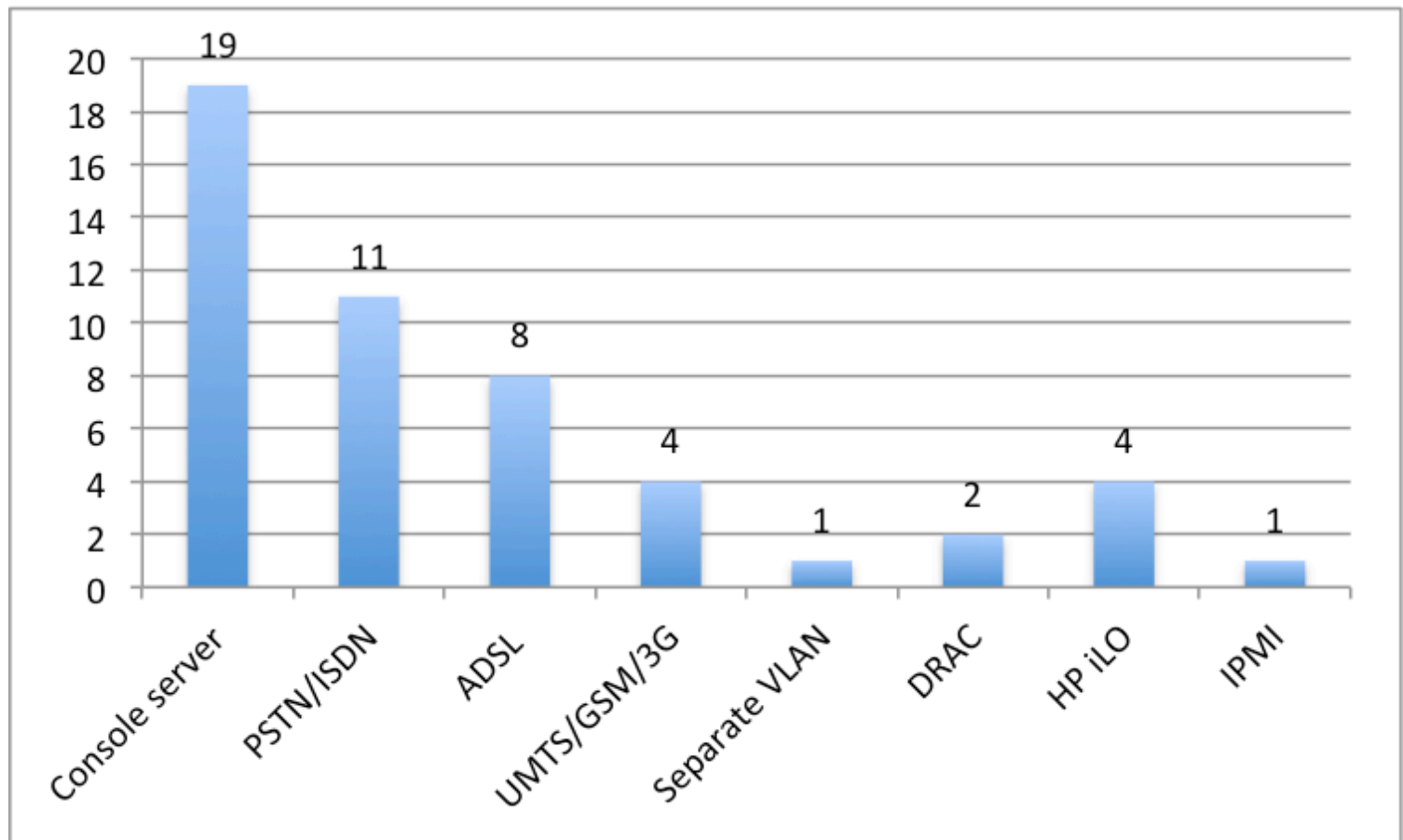
- Replies: 15 yes, 8 no, 13 did not answer

Functions NOCs feel responsible for

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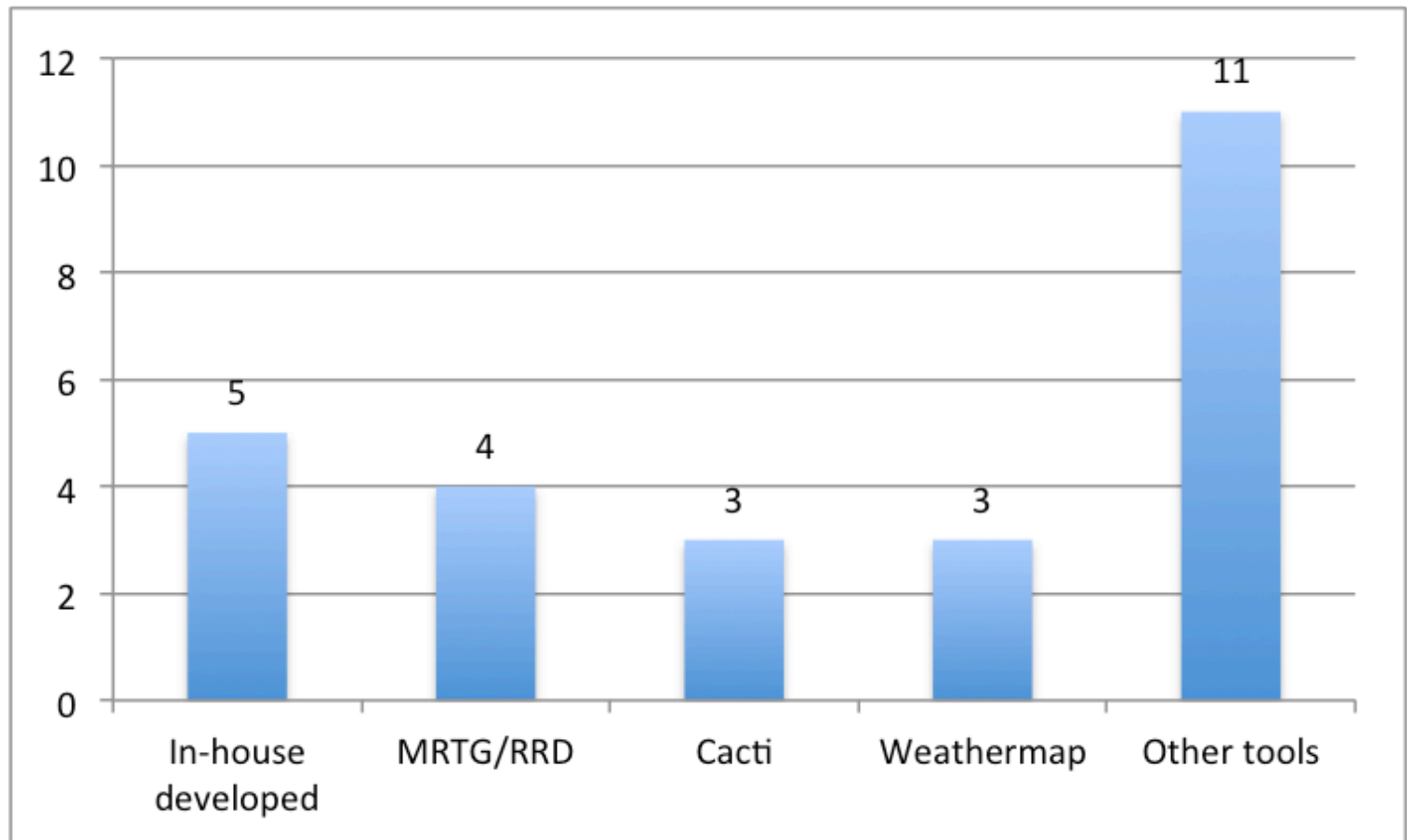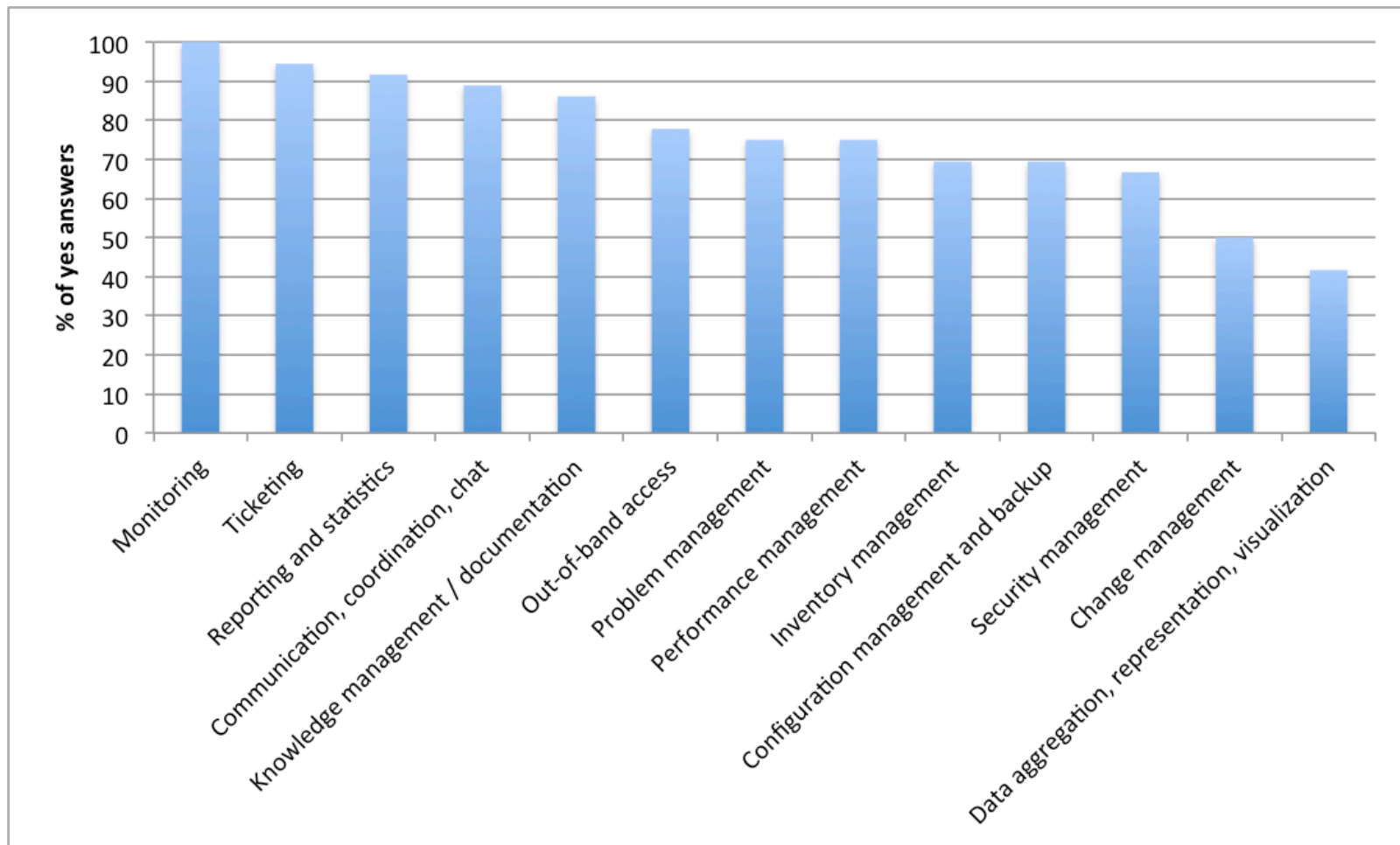
Signup to the TF-NOC mailling list to be sure to get further updates about the survey and other activities:
http://www.terena.org/activities/tf-noc/

Questions?