

« networking the networkers »



2nd E2E Provisioning Workshop
&
On-demand Infrastructure Services
Provisioning Workshop

*Amsterdam, The Netherlands
7 December, 2009*

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TERENA
End-to-End (E2E) Provisioning Workshop
series

your feedback is important

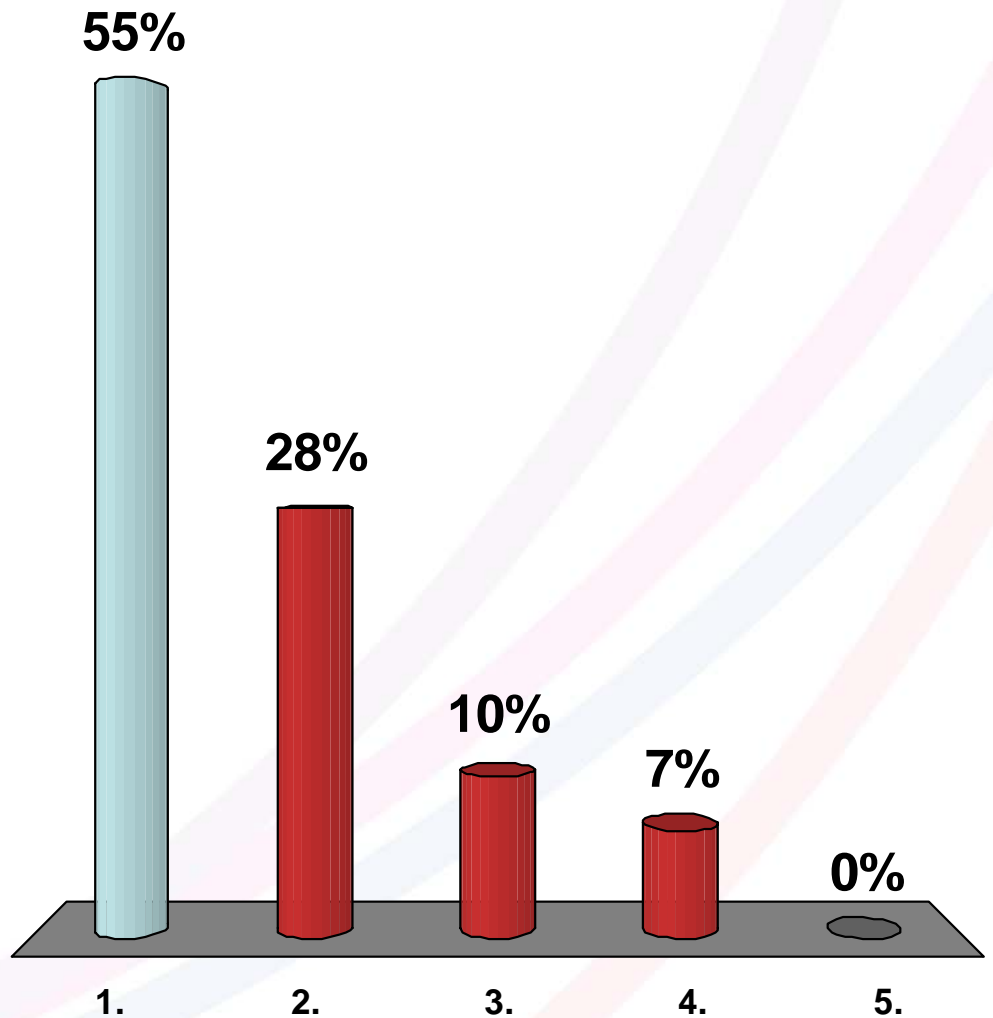


General questions about you and the workshop



What is your affiliation?

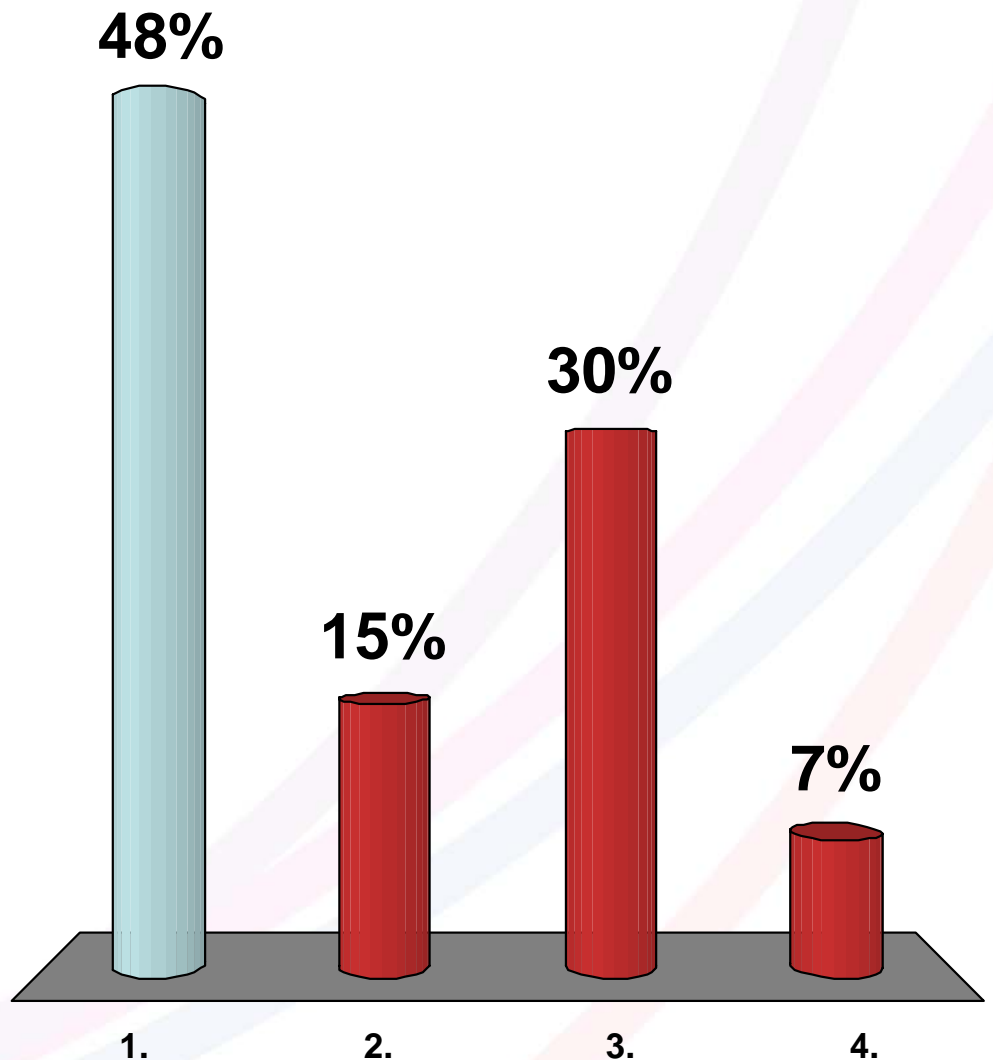
1. NREN
2. Research/Networking organisation
3. University/Collage
4. Commercial/Service Provider
5. other





How did you hear about the workshop?

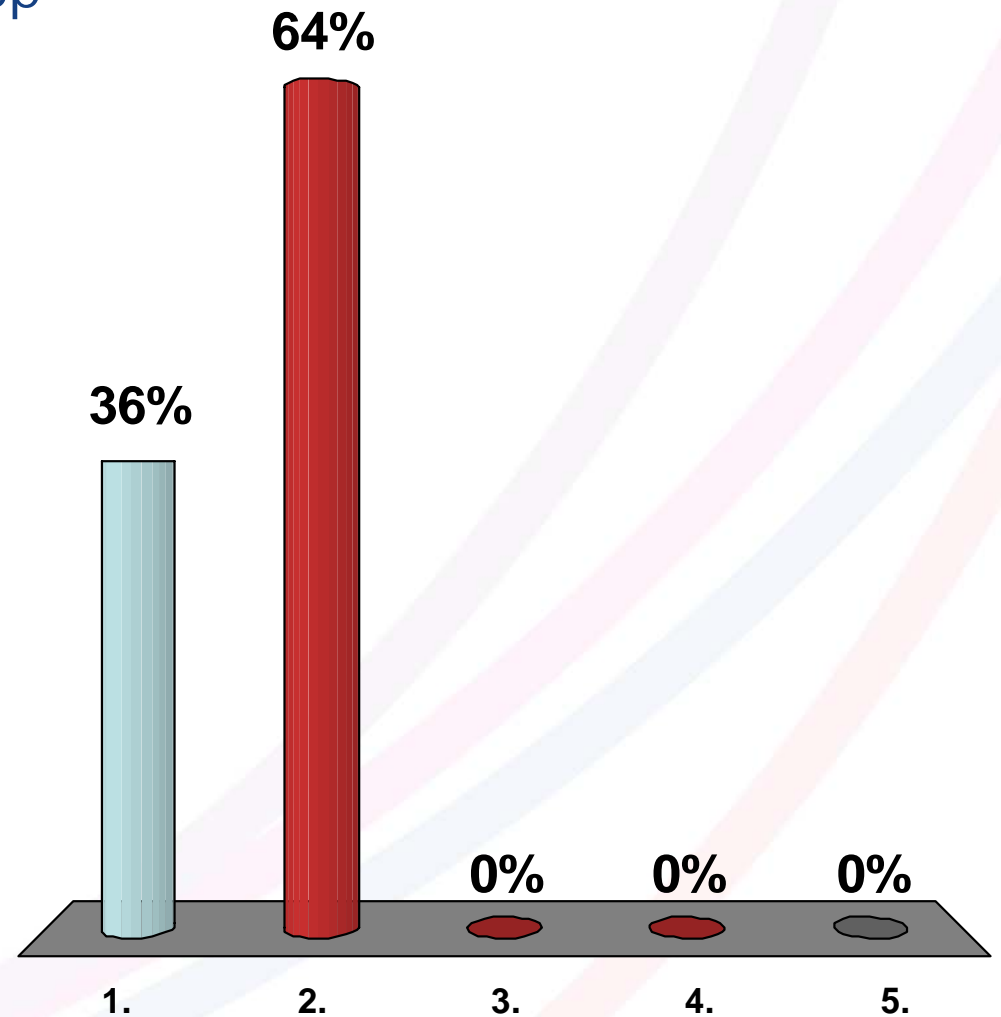
1. TERENA e-mail announcement
2. TERENA website / Internet
3. from colleagues
4. other





Do you attend TERENA E2E workshops?

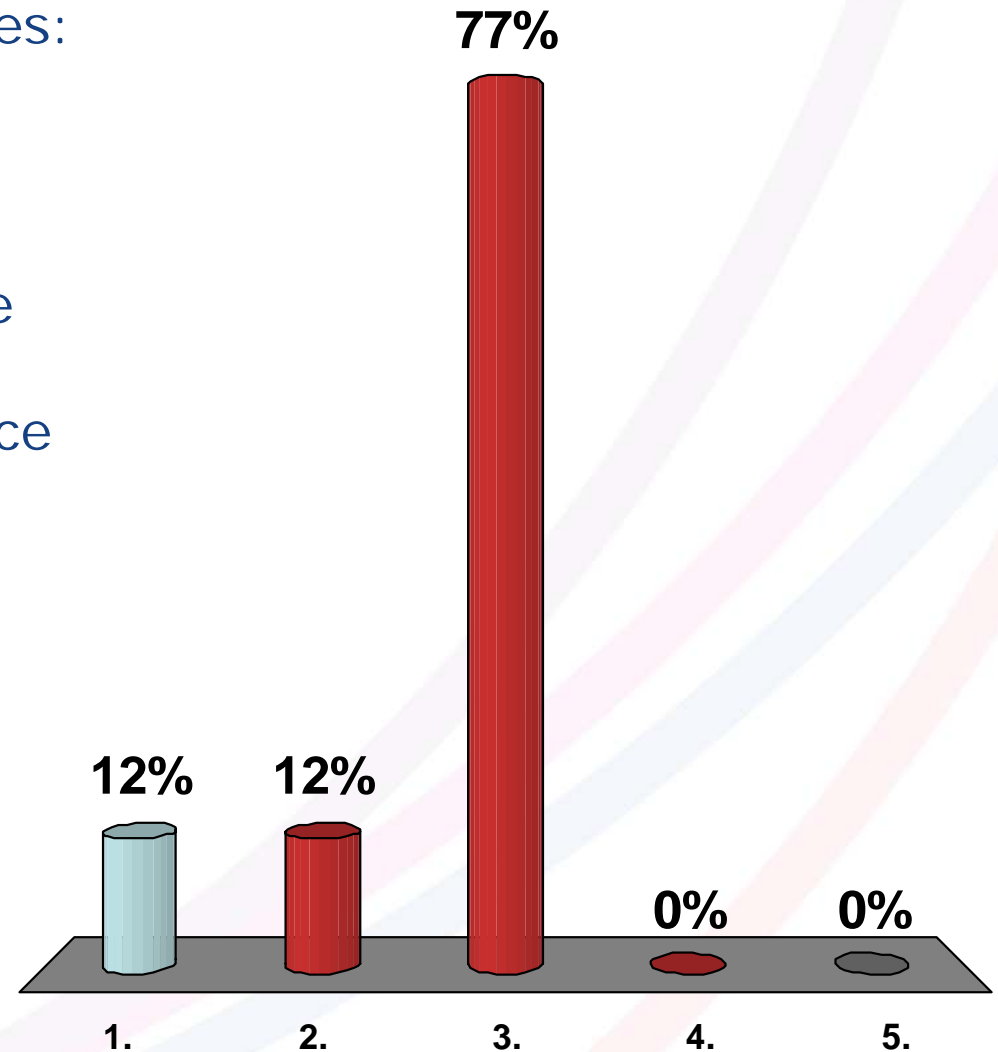
1. I attended the first E2E workshop too
2. This is my first E2E workshop
3. This is going to be my last E2E workshop





What do you think this workshop series should be about?

1. More about the technical issues:
protocols, provisioning tools,
etc.
2. More about the administrative
issues:
coordination, operation, service
definitions, provisioning
processes, etc.
3. The mix of the two above





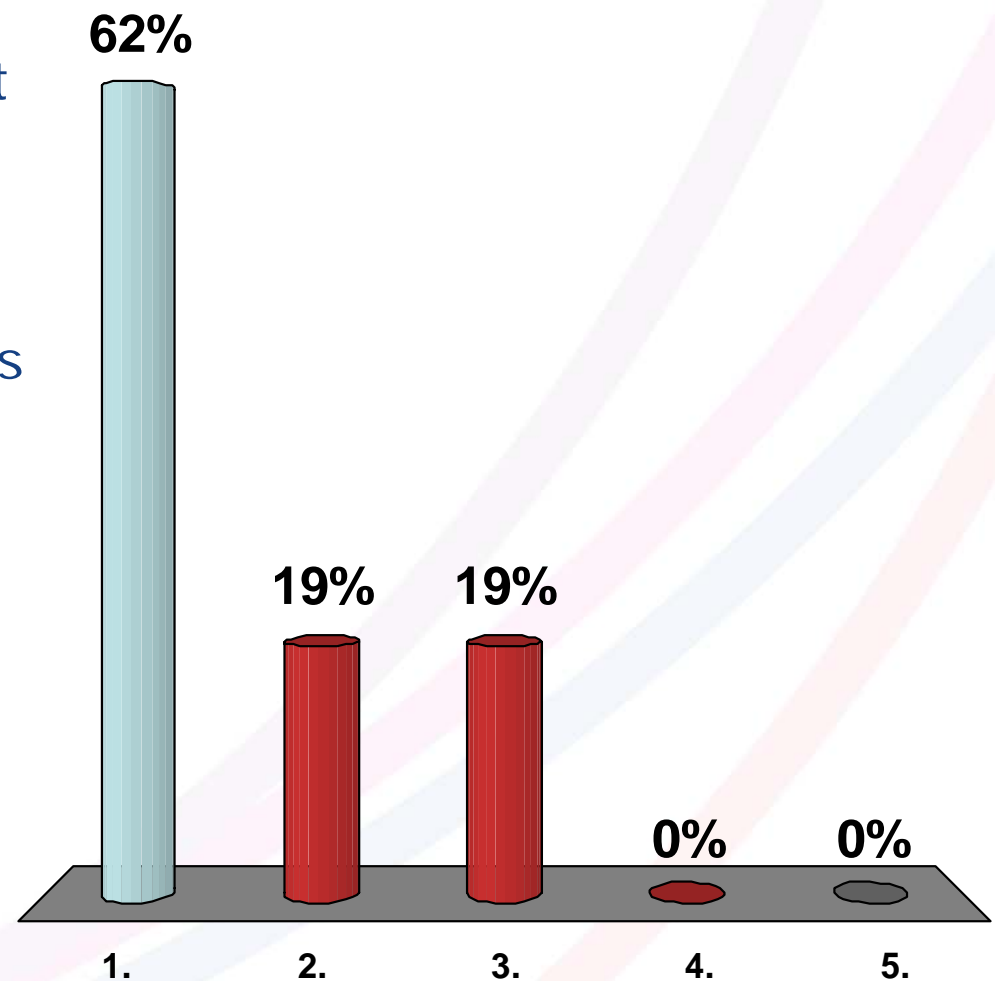
About future directions...





The workshop series mainly targets the end-site network operators/managers. Do you think this is the right target group?

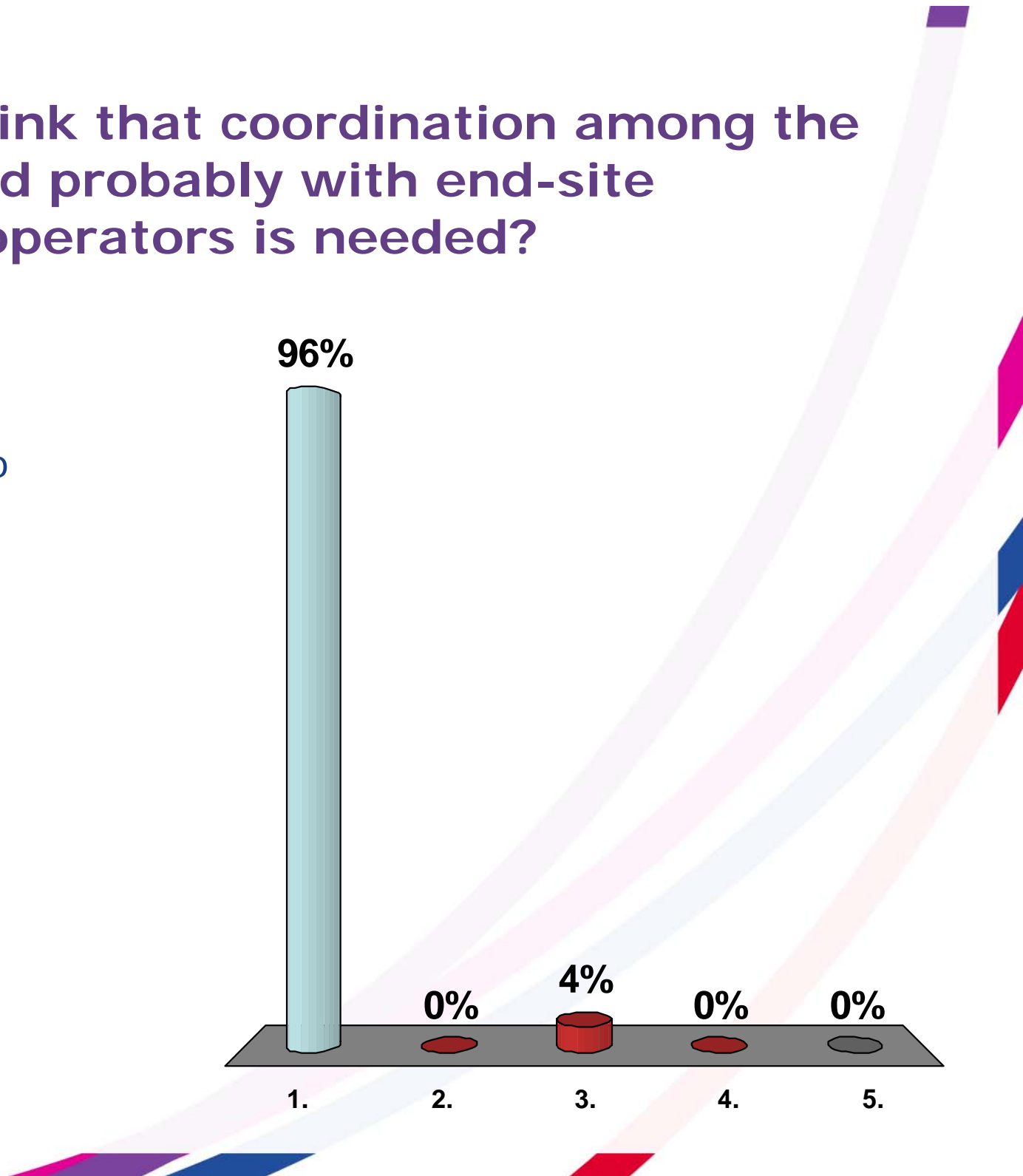
1. Yes, NRENs need to understand the end-site challenges from them and can teach them what and how to do to set-up e2e lambda connections
2. No, NRENs know the challenges but should discuss the strategy towards providing e2e connection services to our users. Therefore NRNEs should be the main focus
3. I have no idea





Do you think that coordination among the NRENs and probably with end-site network operators is needed?

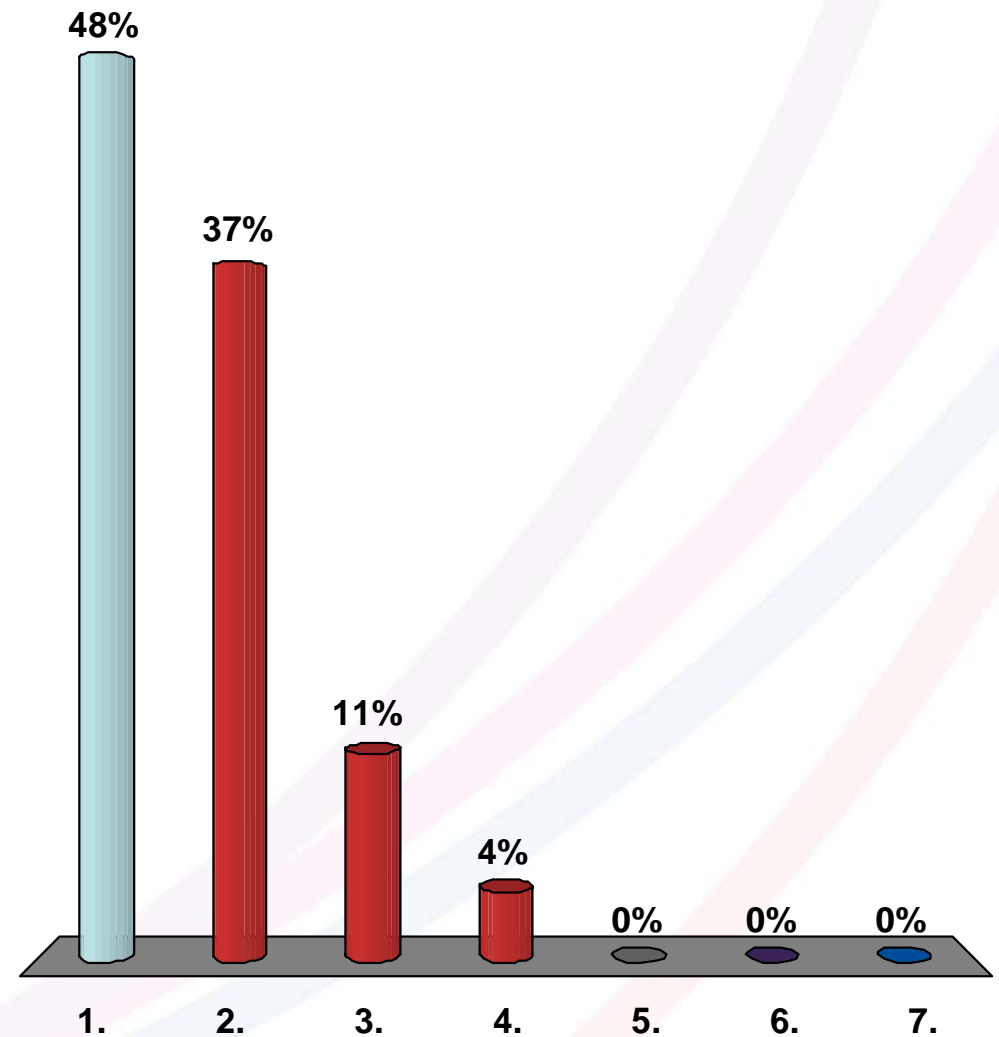
- 1. Yes, I think so
- 2. No, I don't think so
- 3. Don't know





If yes, what would be the suitable format of the future coordination?

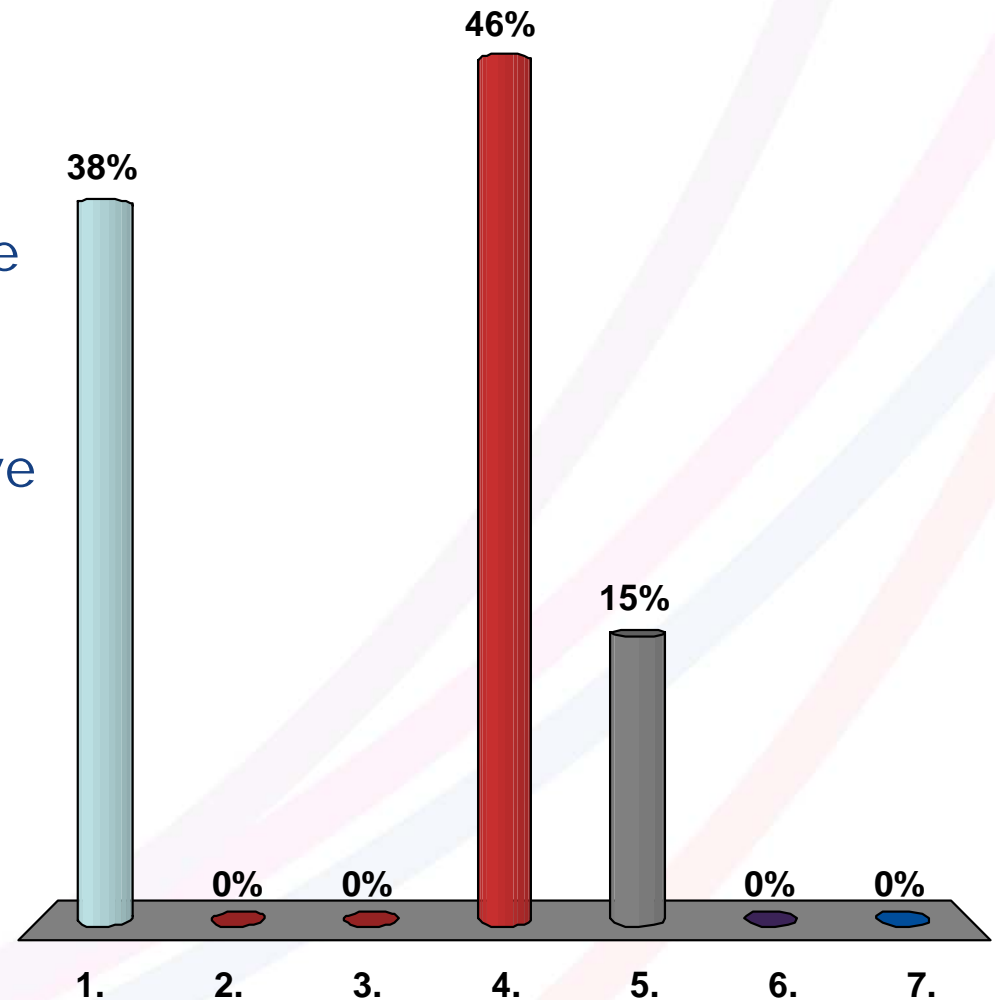
1. More workshops, like this
2. New TERENA task force
3. Practical hands-on trainings
4. other





If no, why do you think there is no need for more coordination?

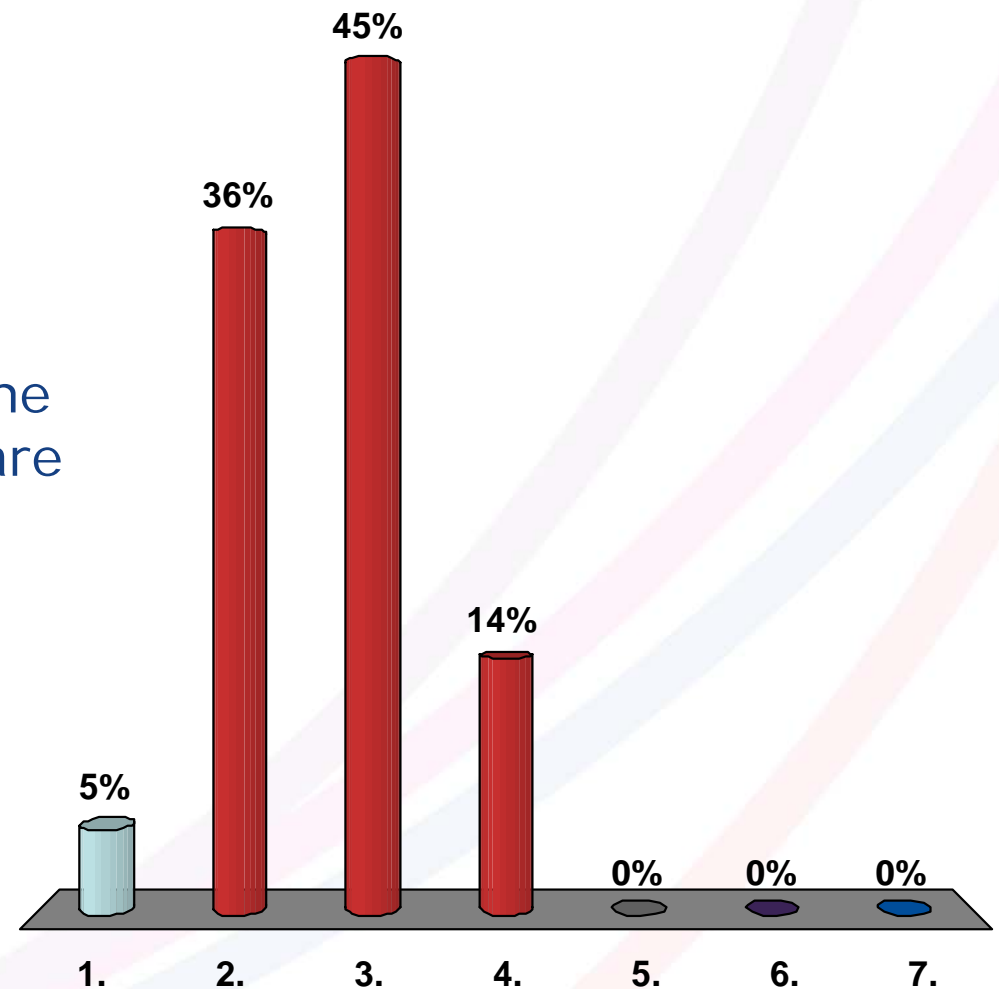
1. NRENs/providers can coordinate the end-site issues with their customers individually
2. All the coordination can be done under GN3, anyway
3. It is up to the end-users to solve the problems there
4. other





Would you like to have a common space and/or on-line materials available?

1. Wiki space to collect the ideas would be fine
2. Wiki space and some on-line materials would be fine
3. Wiki, website and edited on-line teaching/hands-on materials are necessary
4. No





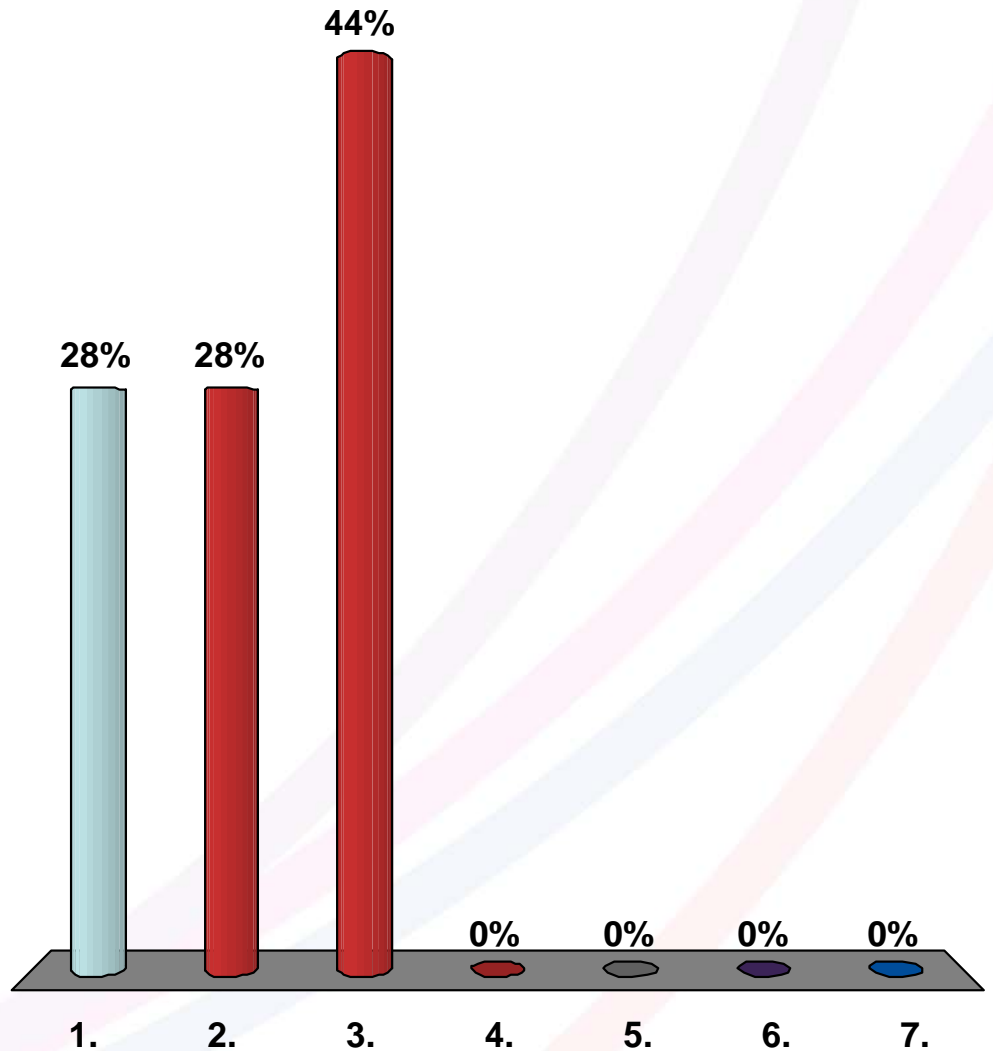
About TF-NOC proposal...





What do you think a task force like TF-NOC should try to achieve?

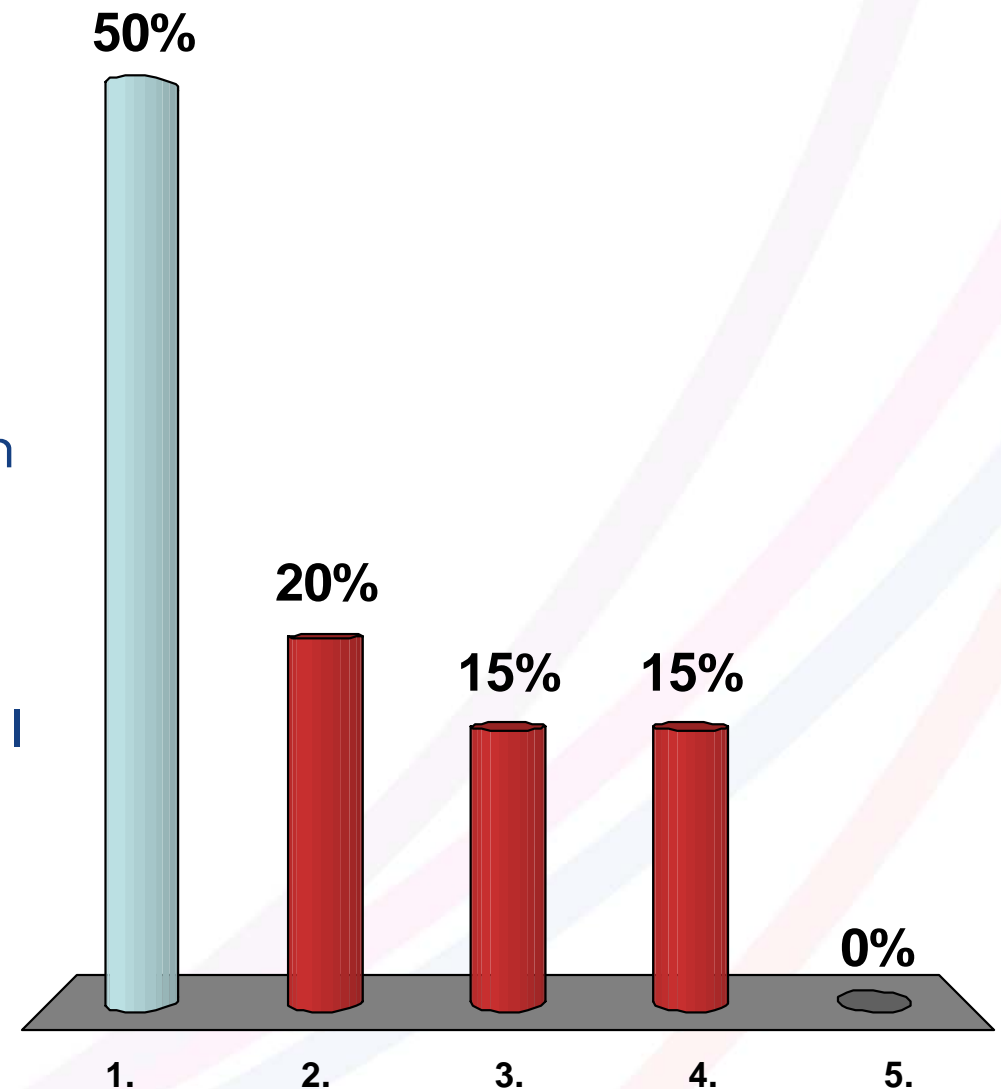
1. Create a forum for NOC personnel to share information
2. Help create a standard of how NOC operations could be done
3. Both of the above
4. Something else





What should be the target group of a task force like TF-NOC?

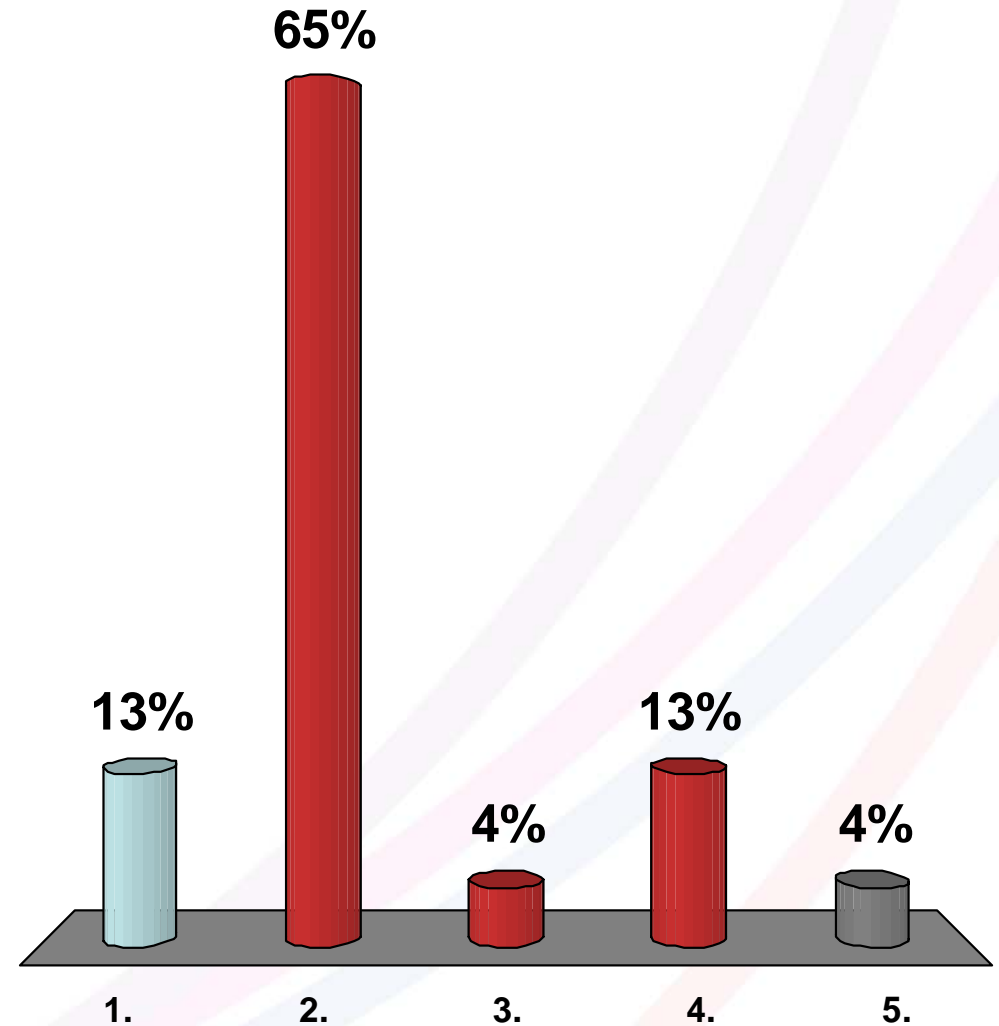
1. Buddies who have similar problems (to solve common problems together)
2. Buddies who already solved similar problems (to ask them for help)
3. Buddies who do not have the same problem (to learn what I could do differently)





What is the main role of the NOC in your organisation?

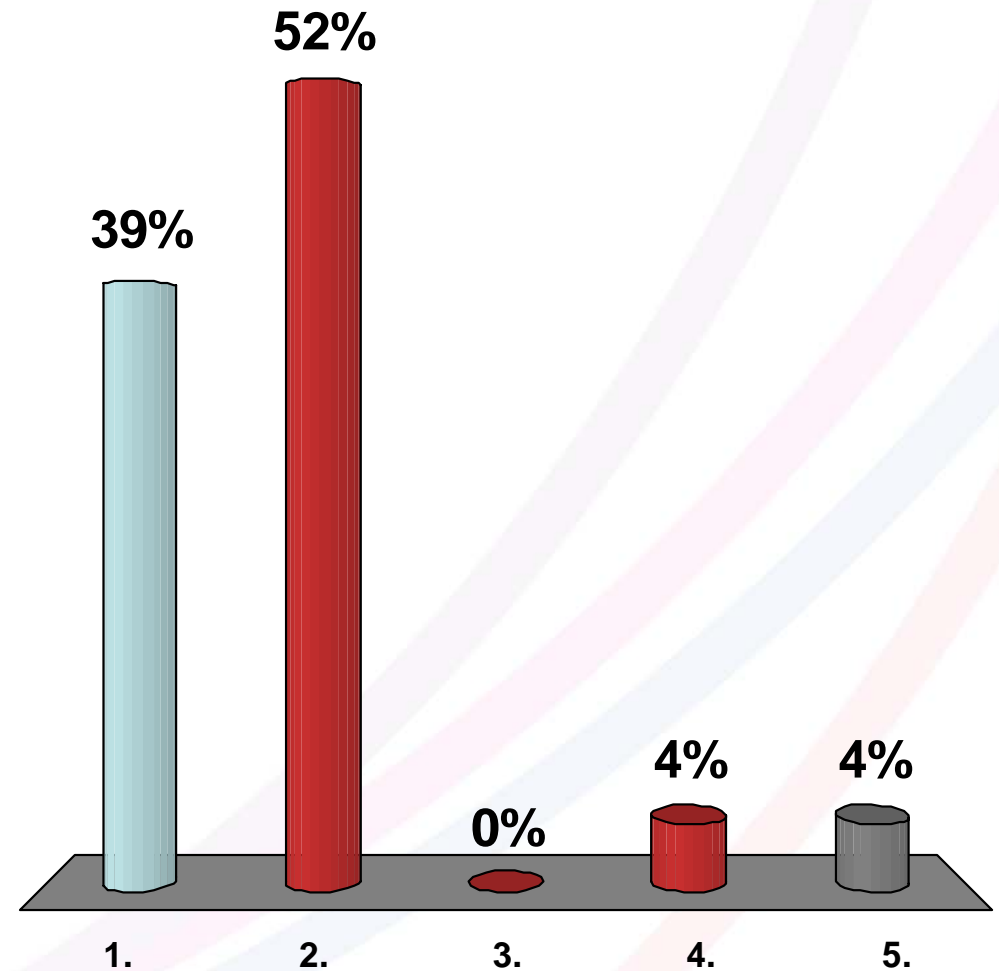
1. Act as help desk (forward information)
2. Solve problems
3. Don't know





What is the service portfolio of your NOC?

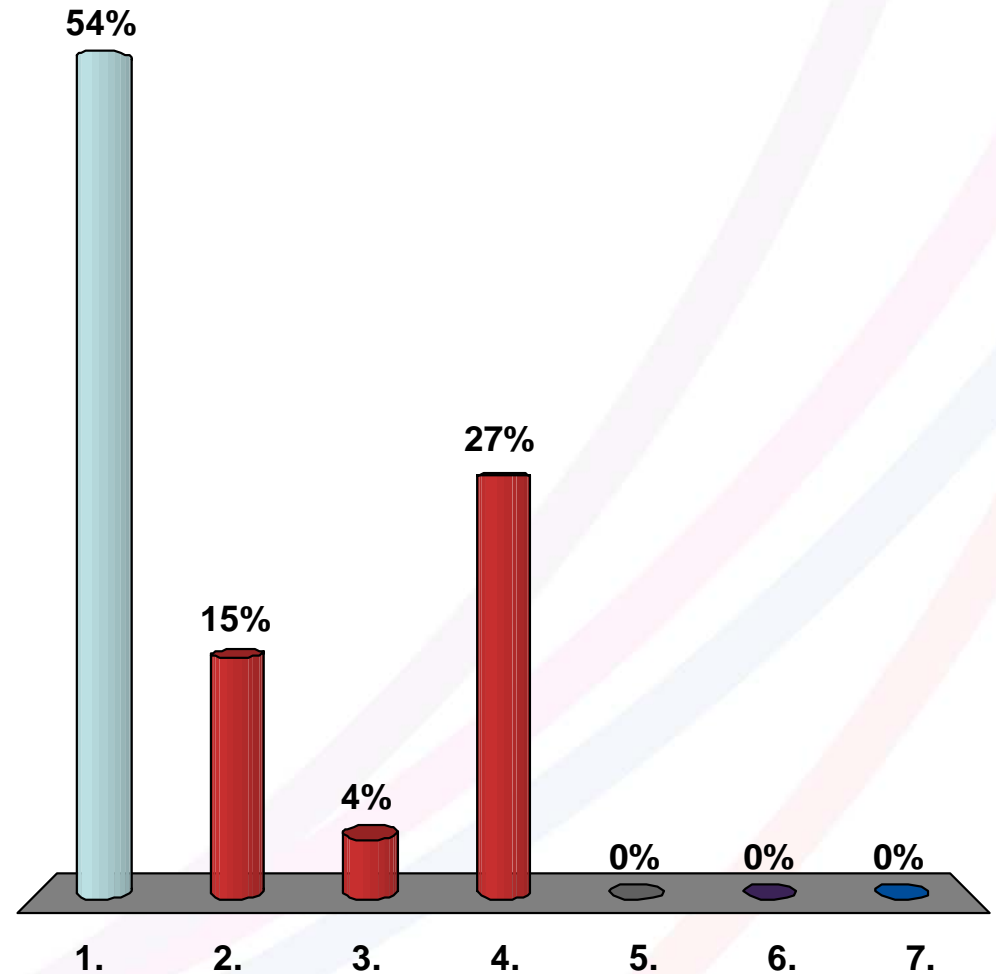
1. Networks only
2. Networks and applications
3. Other





What is the scope of your network?

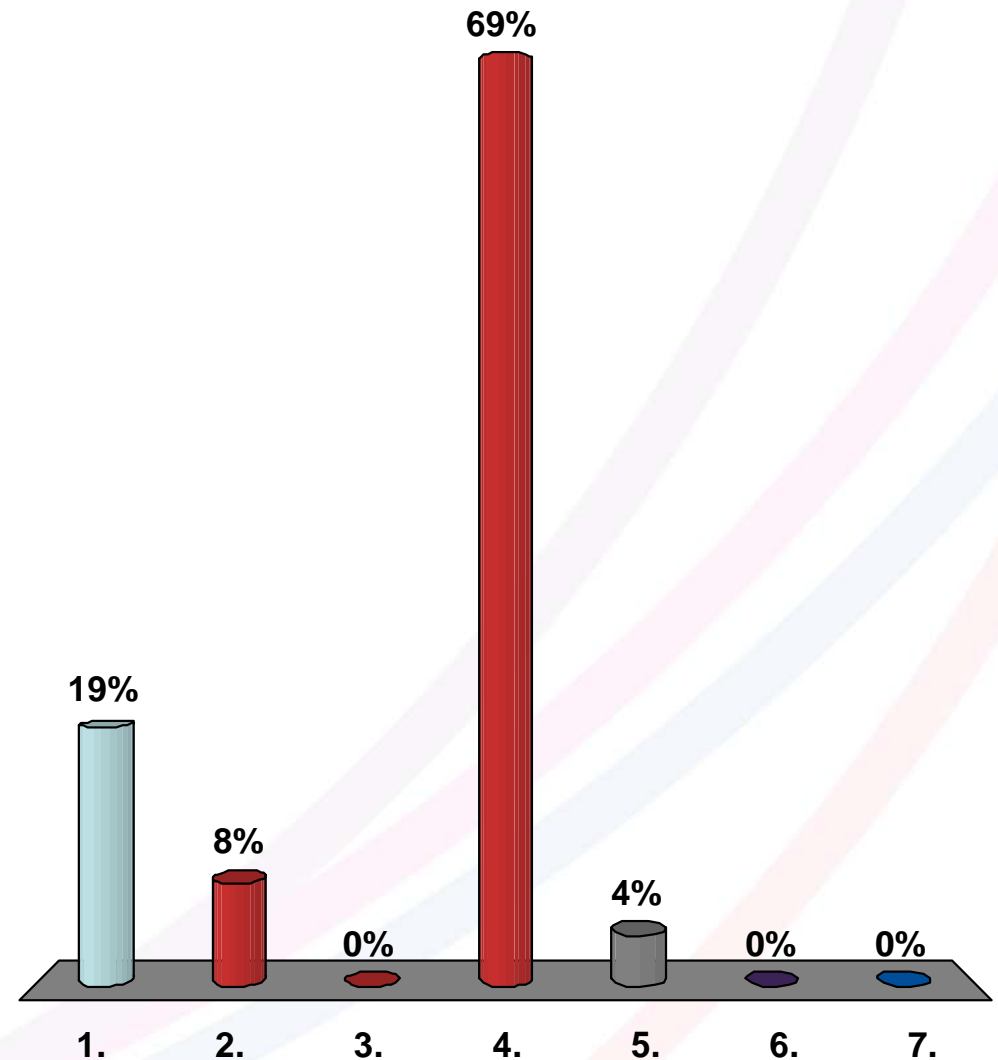
1. NREN
2. MAN, regional network
3. Campus network
4. Other





What type of network is your organisation operating?

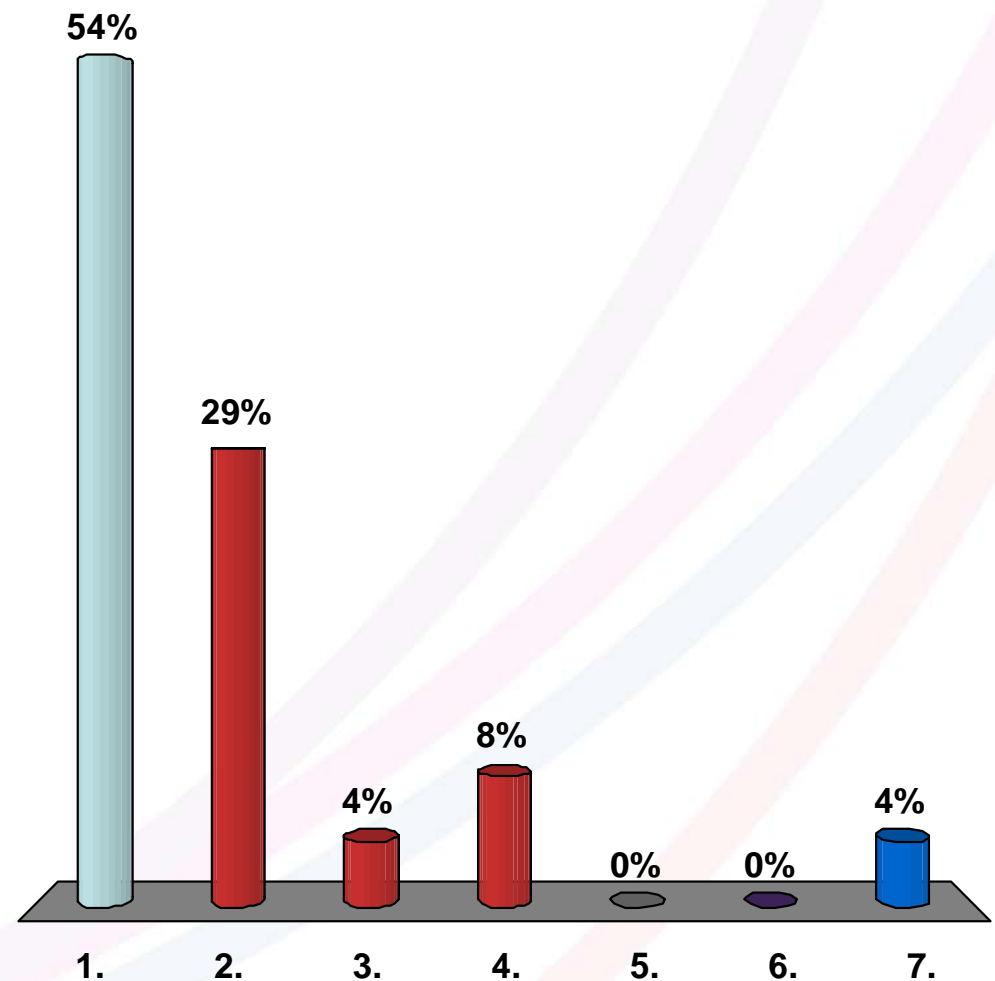
1. Routed network
2. Switched network (mainly)
3. Transmission network (i.e., DWDM equipment)
4. All above





What kind of documentation would be most beneficial for your organisation to improve?

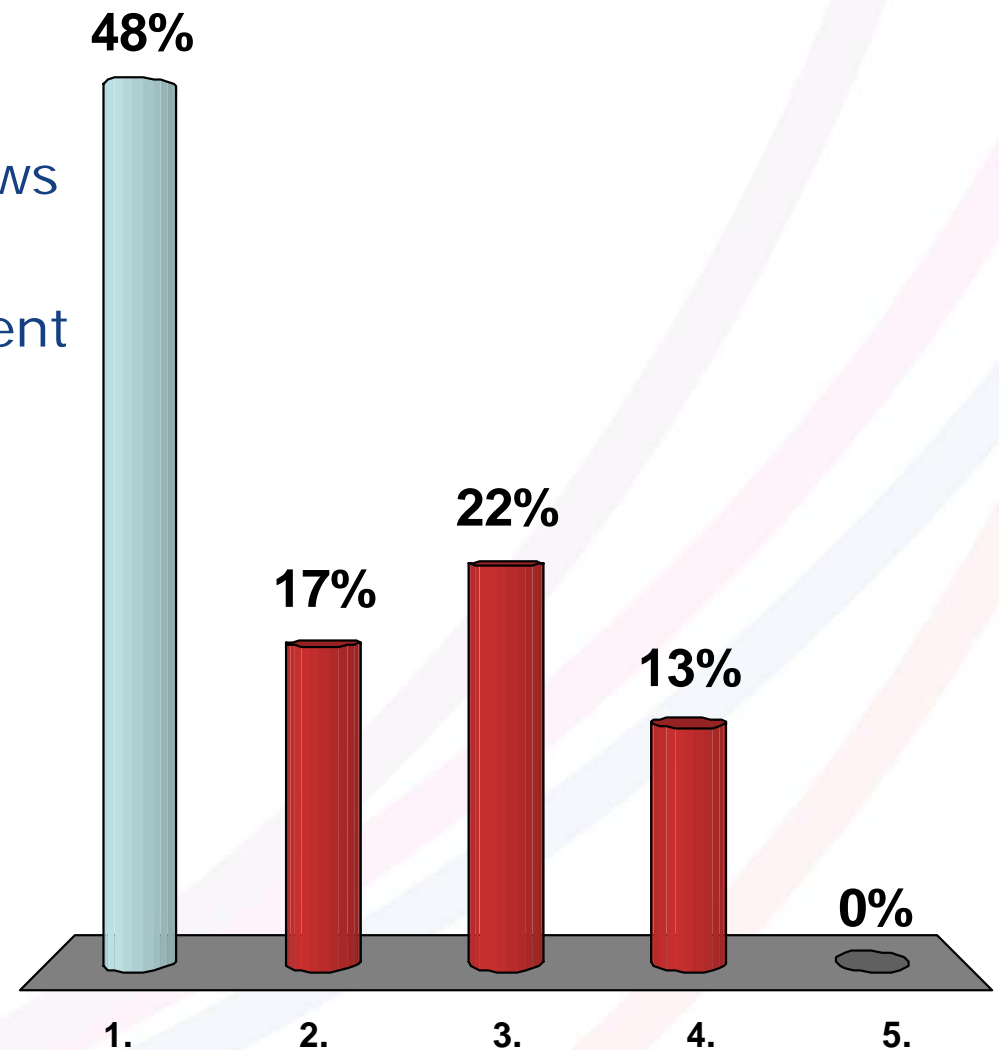
1. How things fit together (e.g. topology, equipment and service information)
2. Procedures, how-to
3. Test/trial reports
4. Don't know





What knowledge would you be most interested in comparing with other organisations?

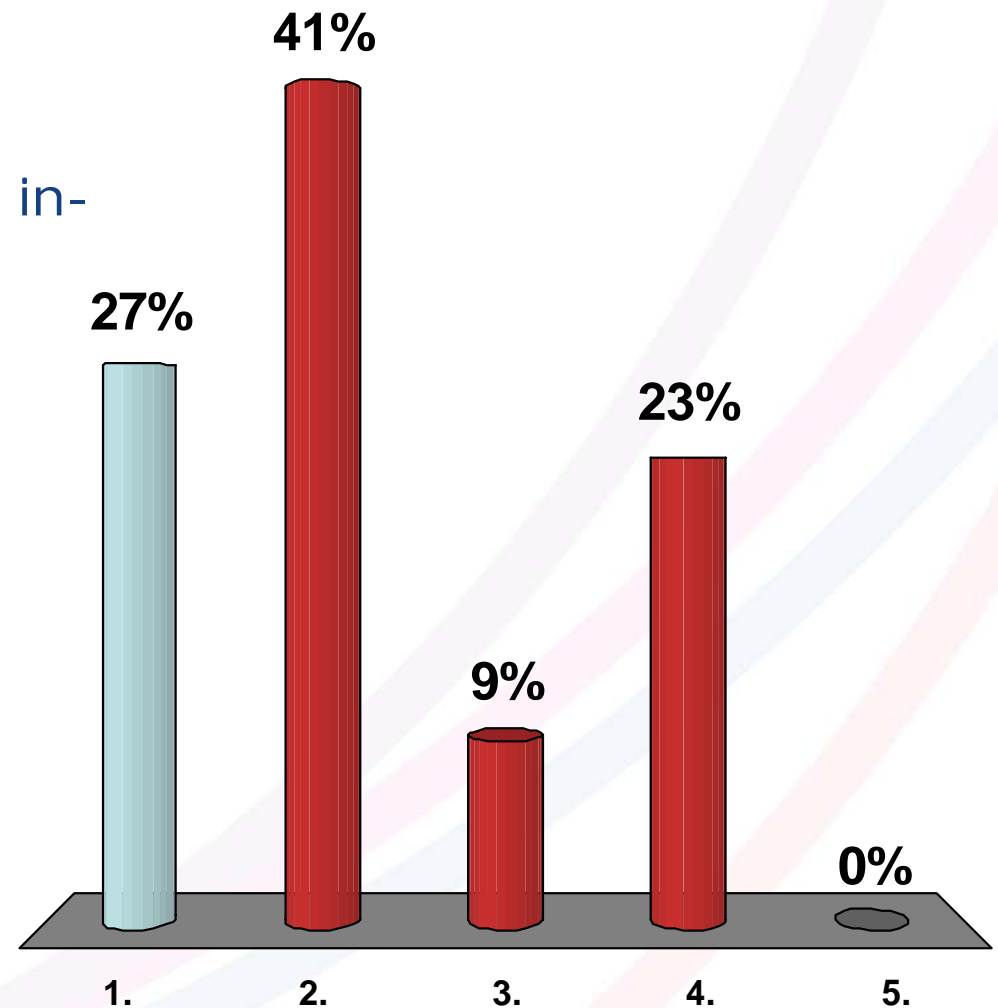
1. Information about tools used
2. Internal and external workflows
3. NOC performance measurement and operational level agreements





What kind of applications or tools are your organisation using?

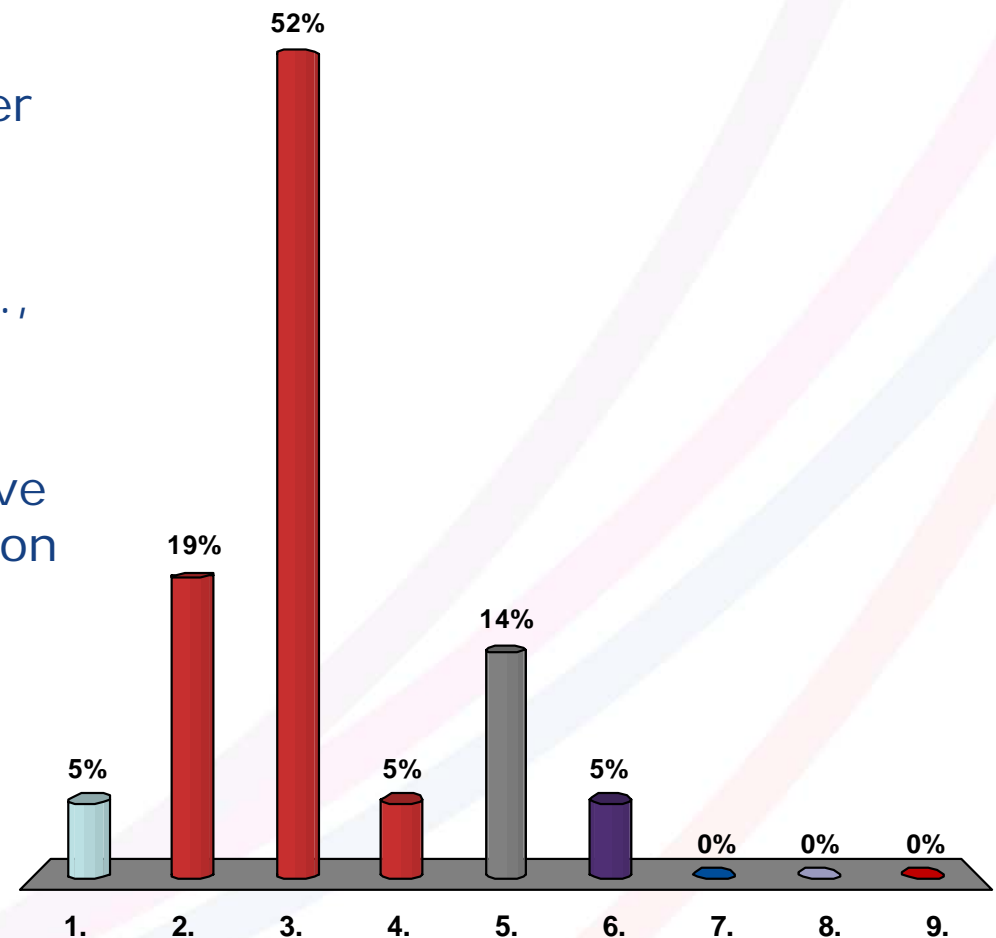
1. We use mostly in-house developed tools
2. We use approximately 50-50 in-house vs. commercial tools
3. We buy most of our tools





Do you cooperate and share operative information with other organisations?

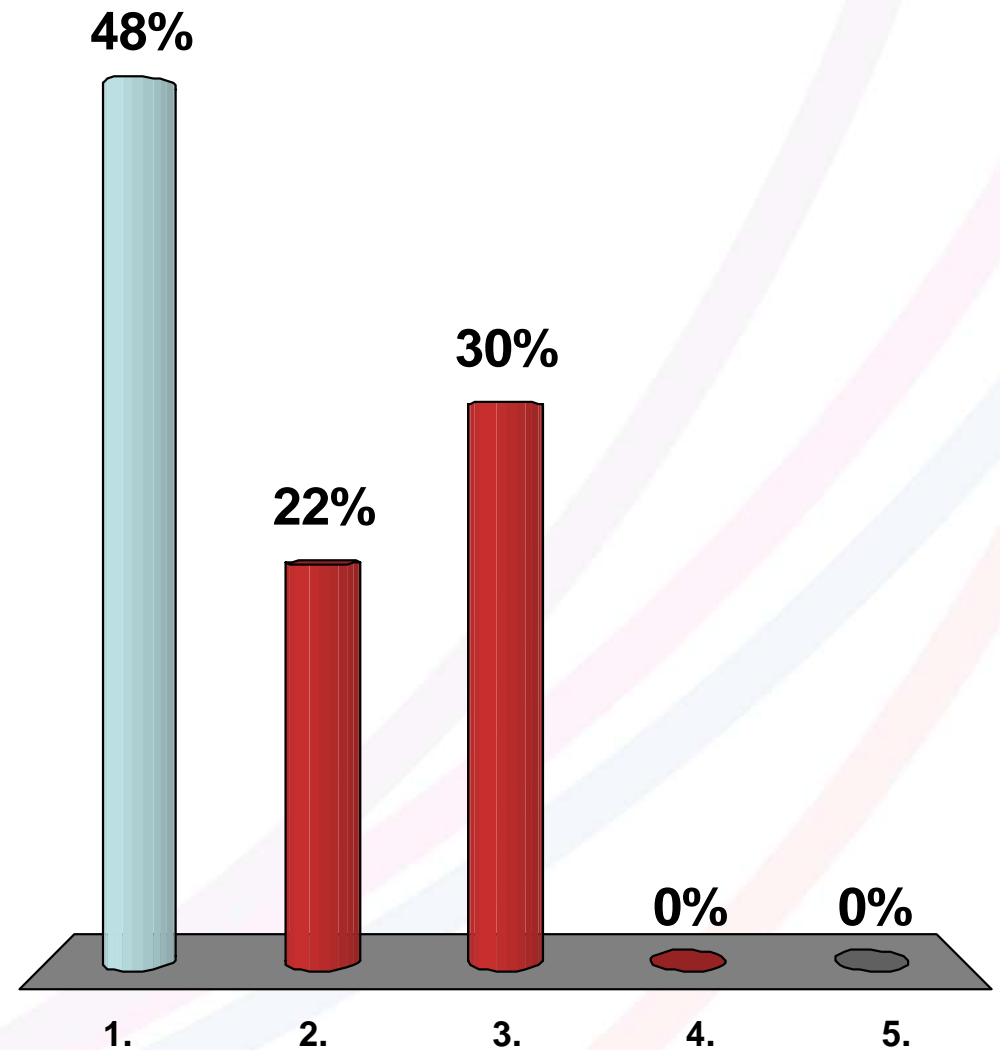
1. Yes, with other departments/campuses
2. Yes, on a national level (e.g., other universities or a local ISP)
3. Yes, between other countries (e.g., another NREN)
4. No, we do not discuss our operative information outside our organisation
5. No, currently not, but willing to consider this in a suitable environment





Is the TF-NOC proposal interesting for you?

- 1. Yes
- 2. No
- 3. I don't know





Would you like to participate in this task force?

- 1. Yes
- 2. No
- 3. I don't know

