

**Minutes of the 1<sup>st</sup> TF-LCPM Meeting**  
**9 March 2006**  
**CESNET, Prague, Czech Republic**

John DYER  
Rev: 4 April 2006

Attendees:

John Chevers, DANTE  
John Dyer, TERENA  
Urs Eppenberger, SWITCH  
Regina Fuchsova, CESNET  
Ann Harding, HEAnet  
Eva Kassenaar, SURFnet  
Diego Lopez, RED.ES/RedIRIS  
Jari Miettinen, CSC/FUNET (part by video link)  
Koen Schelkens, BELNET  
Magnus Strømdal, UNINETT  
Helmut Sverenyák, CESNET  
Maurice Van den Akker, SURFnet  
Walter van Dijk, SURFnet

Apologies:

Tomi Dolenc, ARNES  
Sabine JAUME, RENATER  
Zbyszek Krzewinski, PSNC  
Juha Oinonen, CSC/Funet  
Alberto Perez, RED.ES/RedIRIS  
Maria Ristkok, EENet  
Dale Robertson, DANTE  
Elise Roders, SURFnet

## **1. Introduction – Urs Eppenberger**

Urs welcomed the meeting attendees to the first formal TF-LCPM meeting. Even though there is considerable interest in the topic of LCPM, he expressed the wish that the work of the task force would become more widely known and attracts even more active participants particularly from NRENs not yet represented. John Dyer agreed to mail some of his personal contacts and John Chevers agreed to mail the JRA leaders.

**Action: 20060309-01:** John Dyer and John Chevers to mail information on TF-LCPM to agreed contacts.

## **2. Service Portfolio Deliverables - Koen Schelkens**

Koen Schelkens of BELNET presented the two draft documents he had produced describing *Service Categories* and a *Service Description Template*. He explained that some comments had already been received by email and those. Together with further suggestions from the discussions would be incorporated in the next version, scheduled to be ready by the end of March 2006. The final documents will hence be available in time for the next TF-LCPM meeting in Catania on 14 May.

It was agreed that members of the task force should validate the list of services in the *Service Categories* document and provide feedback to Koen.

**Action 20060309-02:** All TF members to provide feedback to Koen

**Action 20060309-03:** Koen Schelkens complete documents by end March 2006.

Diego Lopez suggested that it would be advisable to try completing a *Service Description Template* for existing services to see how practical the questionnaire will be.

John Dyer pointed out that before we can expect NRENs to devote serious time to completing such a questionnaire we must be able to point to the value of doing so and have a plan of what to do with the data. Members of the task force agreed that a major benefit would be a compilation of the data against which NRENs can compare their offerings against those of others. There may be an advantage to coordinated phase-in and phase-out of services and the possibility to cooperate on development / piloting / introduction / maintenance.

Diego went on to suggest that to collect all of the data for all of the services in all NRENs would be a rather large task to start with and the task force should take a different approach. He suggested collecting a full service description on a limited number of services across all NRENs, but a simplified version (summary) across the whole portfolio.

There was a discussion on the categorization of services

| Category   |  | Examples                |
|------------|--|-------------------------|
| Planning   | Inter-NREN cooperation on research, development  | -                       |
| Developing | Areas in which some work is carried out by individual NRENs/Institutes, experiences maybe shared and copied                              | SIP<br>Anti-spam        |
| Service    | National service may be available, but users could benefit from inter-NREN collaboration to provide E2E services on a pan-European basis | VPN<br>Video Conference |
| Mature     | A coordinated phase-out?   | NEWS<br>LISTSERV        |

In passing, Walter explained that SURFnet has product managers to manage the business process associated with services. This is not the case in all NRENs, in some the issues being dealt with informally by technical staff. Walter went on to report that they have a template in Dutch which he agreed to translate into English. He explained that this may take some time as it runs to 20 pages in length.

**Action 20060309-04:** Walter – translate SURFnet template into English

Urs mentioned that SWITCH is moving to a branding which is easier for users to understand. SWITCHaai for example is well understood by the techies, since it encapsulates the concept of the technology, but it has little meaning to the users. Something like SWITCHlogin would better describe the offered functionality. How and when this branding will be implemented is still open.

Assignment of Responsibilities for sub-activities

| Responsible         | Sub-activity                           |
|---------------------|--|
| Koen                | Templates                              |
| Urs                 | Management of data collection exercise |
| NRENS               | Provide the data                       |
| tbd next tf meeting | Consolidation of the results           |
| tbd next tf meeting | Put output online (wiki / web pages)   |

### 3. Comparison of SLAs Deliverables – Ann Harding

Anne Harding presented the current status of the work on *Comparison of Service Level Agreements*. Ann reported that there are ten contributors to the work in this area and two deliverables actively being worked on:

- Portfolio of NREN client/user SLAs
- Best Practice Process for developing and NREN client/user SLA

There was then a review of specific action items in this area:

Action 1a – The TF-LCPM definition of an SLA is: A formal agreement between an NRENS and client to provide a specific level of service.

Action 1b – several questions were reviewed and discussed. These included: Does the NREN currently offer an SLA for any services; does the NREN currently offer a less formal agreement for any services; is the NREN considering offering an SLA for any services?

The aim of the work on SLAs is to document best practice. It is expected that preliminary information will be available in the May/June 2006 timeframe with a complete document being ready by the end of 2006. The document will be validated during the second year of the task force.

Ann suggested that it will also be useful to provide some context as to why SLAs are needed. It was agreed that there are many reasons which include: to satisfy the requirements of the funders; to satisfy the requirements of the users; to demonstrate to potential new users what they will get for their money. In this respect it was noted that many existing users that have been receiving service since the inception of education and research networks are not pressing for SLAs.

### 4. Exchange of Ideas on Delivering Services - Magnus Strømndal

There was some discussion on end-to-end services where the underlying infrastructure is operated by (or on behalf of) the NREN and groups of users then run their own services over this – the specific example discussed at the meeting was that of SIP.

Urs suggested that TF-LCPM members should collect a list of other examples and create a list of areas on which to work. This can best be achieved by working on the LCPM wiki ([wiki.terena.nl](http://wiki.terena.nl)). Any TF-LCPM member can request a username and password to access this protected site from John Dyer [John.Dyer@terena.nl](mailto:John.Dyer@terena.nl)

It was agreed that we need to involve the stakeholders responsible for leading innovation and strategic vision in the process and that the best way of doing this would be to hold a BoF at TNC2006.

**Action 20060309-05:** John Dyer to request a BoF Slot

**Action 20060309-06:** Magnus Strømdal to compose an invitation notice for BoF

## **5. Development of LCPM Decision-Making Models & Tools - Walter van Dijk**

Walter van Dijk reported that he is working on a white paper explaining the rationale for lifecycle and portfolio management in NRENs. He expects this to be available by April 2006. Staff members from seven NRENs have agreed to contribute to the work on off-the-shelf models for LCPM models.

An increasingly important issue for NRENs is how they differentiate themselves from commercial ISPs. It was agreed that it would be useful to investigate commercial ISPs portfolios. In this respect it would be useful to identify people working in NRENs that have had experience working in the commercial ISP sector.

In developing material in this area, it would be helpful to study strategic visions published by NRENs. Ann Harding mentioned the HEAnet strategic vision available from: [http://www.heanet.ie/about/HEAnet\\_Strategic\\_Plan\\_2004.pdf](http://www.heanet.ie/about/HEAnet_Strategic_Plan_2004.pdf)

It was agreed that members of TF-PR might have an interest in working with members of TF-LCPM on this area, as a consequence. Walter will enquire.

**Action 20060309-07:** Walter van Dijk to approach TF-PR about working on Decision-Making Models & Tools

## **6. Next Meetings**

Three documents are expected to be ready in time for discussion at the next task force meeting to be held in Catania. These are:

- Service Categories - Koen Schelkens
- Service Description Template - Koen Schelkens
- White Paper - Walter van Dijk

These will be put on the agenda for review and discussion. The other agenda items will follow the format of the 1<sup>st</sup> TF-LCPM meeting in Prague.

It was agreed that the 3<sup>rd</sup> TF-LCPM will be hosted by RedIRIS in Madrid during the week of 18-22 September.

## **7. Any other Business**

Koen Schelkens of BELNET mentioned that they had recently commissioned a study from a commercial company that will cover areas of interest to TF-LCPM. The report is expected to be ready by the end of June 2006 and will be in English. He asked if members of TF-LCPM had any objection to being quizzed by the company.

Posters from a number of other TERENA task forces were reviewed as models for a TF-LCPM poster. The task force agreed the overall content which John Dyer will implement.

**Action 20060309-08:** John Dyer – implement poster ideas

Urs and John thanked the CESNET representatives for hosting the meeting in the CESNET offices.

Meeting Closed.

**Summary of TF-LCPM Actions  
As of 9 March 2006**

| <b>Action Ref</b> | <b>Responsible</b> | <b>Action</b>  |
|-------------------|--------------------|--|
| 20060309-01       | JD & JC            | mail information on TF-LCPM to agreed contacts.                |
| 20060309-02       | all                | provide feedback to Koen on his two draft documents            |
| 20060309-03       | KS                 | Complete documents before end March 06                         |
| 20060309-04       | WvD                | translate SURFnet template into English                        |
| 20060309-05       | JD                 | request a BoF Slot at TNC06                                    |
| 20060309-06       | MS                 | compose an invitation notice for BoF                           |
| 20060309-07       | WvD                | approach TF-PR about working on Decision-Making Models & Tools |
| 20060309-08       | JD                 | Implement poster ideas   |