

APPROVED
Minutes of the TF-LCPM Meeting
"Le Ciminiere", Catania, Italy

14 May 2006

John Dyer
10 July 2006

Introduction

Urs Eppenberger of SWITCH, the chairman of TF-LCPM opened the meeting explaining that a major objective of the meeting was to develop working relationships and get to know one another so task force members can work together effectively. The meeting therefore started with a round table of introductions in which attendees explained their roles back home and their interests in the context of TF-LCPM.

Urs reported that he would provide a brief overview of TF-LCPM to the members of the TERENA Technical Advisory Council and give a full presentation to the members of the General Assembly on Thursday 18 May.

Portfolio Planning

There was a general discussion on portfolio planning. Some NRENs have been undertaking this in a formal sense for some time, but generally this is not the case. For services such as connections, portfolio planning can be routine but for more advanced services it can be extremely difficult to make accurate plans over a 5-10 year life cycle particularly in the field of computer networking which develops very rapidly. The problem is further complicated by the long leads times which are incurred when bringing complex new services into production.

Information gathering is a crucial step in the planning process with NRENs taking different approaches. SURFnet have account advisors who travel to the institutions and discuss their requirements. This information is supplemented by an annual survey of customers which is undertaken by a 3rd party on behalf of SURFnet. Other NRENs reported that they use informal feedback mechanisms and this can result in slow information flow.

Service Categories

It was agreed that to avoid confusion it would be useful to have a description of each service in a common form. This might be included as a glossary. Currently there are nine services described but the portfolio needs to be expanded. There was some suggestion that the breakdown of services into separate categories should not be done on the basis of the technologies being employed, but on the basis of the service that is delivered. Zbyszek Krzewinski & Koen Schelkens agreed to work further on the descriptions.

Service Description Templates

Koen Schelkens has produced a very detailed document for this work item. SURFnet explained the approach that they take involves a service manager and a technical manager for each service that they provide. By the end of 2006, SURFnet expect to have around 30 templates in place covering their services. These may also be supplemented with Service Level Agreements and information sheets. Urs Eppenberger requested that the document have an introduction explaining the rationale and need for this approach. Walter van Dijk agreed to provide this introduction. Urs went on to explain that SWITCH has a small document on services that contains contact information. In summary the three partially overlapping approaches are:

- Draft TF-LCPM: a complete detailed information including accounting
- SURFnet: strategic
- SWITCH: small document that includes contact information

Urs Eppenberger agreed to ask the other NRENs on the TF-LCPM email distribution list if they have similar documents describing their services. It was agreed that the documents that are available should be put online on the TF-LCPM web pages so that NRENs could use them as an information source when considering how to make their own service descriptions. For the longer term it was agreed that TERENA should develop a database to hold the information. It was noted that although there will be some basic information across all services (contacts, SLA, price), in general, templates for different services will need different feature sets.

John Chevers of DANTE reported that he is developing ideas about how to provide service information to international users groups (for instance the European Space Agency). Groups such as these need information about common services from multiple NREN as they have institutions in several countries. He will describe these ideas to the rest of the Task Force on email distribution list. John also agreed to send a draft template that DANTE are working on.

Service Level Agreement Comparison

Ann Harding introduced the topic of SLA comparison. The main resources being used for the work are the mailing list and the LCPM wiki. The aim is to build up a portfolio of both client and user SLAs which can be used for the comparisons. There is also the intention to develop a guide to process best practice. Ann went on to explain that in addition to collecting existing SLAs from NRENs she will also be surveying the intentions of NRENs with no SLAs in place. There will also be a survey of the tools & approaches being used to support these activities.

Ann reported that UKERNA have expressed some interest in being involved in this work area.

Exchange of Ideas

Magnus Strømdal presented his ideas for the BoF on the Exchange of Ideas for New Services that is scheduled to take place on Tuesday 16 May. The BoF will try to answer the following questions:

- Is there anything we can do to improve the ways we exchange ideas?
- Are there better ways to promote co development of new services?

Presentation by TF-PR

In common with other task forces, TF-LCPM received a presentation by TF-PR about their work and how they can help in promoting pan-European initiatives. Ruth Kirkman of DANTE explained that TF-PR can help with expertise in managing the process of developing branding, key-messages etc. She advised that TF-PR should involve TF-PR at an early stage.

Summary of Actions

as of 14 May 2006

Action	Responsible	Description	Status
20060514-01	ZK, KS	Complete Service Category description	New
20060514-02	WvD	Provide introduction text for Service Description templates	New
20060514-03	UE	As NRENs on TF-LCPM mail list if they have written service descriptions	New
20060514-04	JD	Make links to service description documents on LCPM web pages	New
20060514-05	JD	Consider database as a repository for NREN service descriptions	Future
20060514-06	JC	Share ideas on service description for international customers	New
20060514-07	JC	Send draft DANTE template to the list	New

Attendees at the TF-LCPM Meeting

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14 May 2006

Guido Aben	AARNet
Tarmo Ainsaar	EENet
María Bolado	RedIRIS
John Chevers	DANTE
Tomi Dolenc	ARNES
John DYER	TERENA
Urs Eppenberger	SWITCH
Ede Fehér	NIIF/HUNGARNET
Ann Harding	HEAnet
Ruth Kirkman	DANTE
Zbyszek Krzewinski	PSNC - PIONIER
Gabriella Paolini	GARR
Marta Pessoa	RNP
Maria Ristkok	EENet
Koen Schelkens	BELNET
Karin Schauerhammer	DFN
Magnus Strømdal	UNINETT
Helmut Sverenyak	CESNET
Florencio Utreras	Clara
Maurice van den Akker	SURFnet
Walter van Dijk	SURFnet

Apologised

Regina Fuchsova	CESNET
Jari Miettinen	CSC/Funet
Alberto Perez	RED.ES/RedIRIS