

DRAFT Minutes of the TF-LCPM Meeting
Madrid, Spain

21-22 September 2006

John Dyer
2nd Draft, 23 October 2006

1. Minutes from the Previous Meeting

The minutes of the previous meeting were accepted without change.

2. Service Descriptions

One of the NRENs present reported that they had recently experienced problems with a corrupt file in the DNS. This attracted adverse publicity and has resulted in a thorough risk assessment of all activities in the NREN. In future service descriptions the risk assessment will be included.

Collection of Service Descriptions

It was noted that some NREN services are included along with the basic connectivity and others are available at an additional cost. It was agreed that this differentiation needs to be indicated in the service descriptions. In practical terms the list of different services developed by Koen Schelkens has to be put on the LCPM web pages and then the full service descriptions from the NRENs entered.

Action 20060921-01: TERENA

It is clear that collecting data from every NREN on every service would be a mammoth task and is clearly impractical in the short term. (Assuming 30 NRENs with 30 services this would yield 900 service descriptions.) It was therefore agreed that the initial approach will be to collect full service descriptions from just three NRENs with a summary from as many other NRENs as are willing to participate. In addition a detailed analysis of a few services across as many NRENs as possible will be undertaken.

RedIRIS, UNINETT and BELNET are in the process of collating their full service descriptions. The material will be ready for the TF-LCPM survey by January 2007.

Action 20060921-02: Alberto, Magnus, Koen

The list of services where TF-LCPM would like many NRENs to respond were selected.

Ref	Description	Comments
1.5	Point-to-point	light-paths only
1.12	IP Multicast	Live streaming is becoming more important
4.6	NEWS	This service is nearing the end of its life
5.1	(Video)conferencing	Work with TF-ECS and TF-VSS
5.7	Anti-Spam Services	Compare with commercial offerings

3. Service Level Agreements (SLAs)

The objective of the SLA study is to help NRENs find best practice in developing methods and processes for creating SLAs. Staff from DANTE designed a questionnaire and sent it out over the summer. Eight NRENs responded with a good range of in-house and out-sourced services. Of these eight NRENs six already have SLAs in place.

In discussion it became clear that some NRENs have different SLAs for different classes of customers. In addition there is a need to differentiate between basic services such traditional IP connectivity and new connectivity services such as point-to-point and VPNs.

Action 20060921-03: John Chevers – Select from the eight NRENs responding to the SLA questionnaire and ask them how they select which new services for which SLAs will be provided.

There was some discussion on the relationship between SLAs and Connection Policies (CPs)/ Acceptable Use Policies (AUPs). It was agreed that suppliers of services to the NRENs generally require an AUP/CP whilst customers of the NREN require SLAs.

4. Exchange of Ideas on Delivering Services

Although NRENs offer many services some of these are not used very much by end-users. Magnus suggested four reasons why this might be happening:

- So many services are available from so many sources (NREN and commercial) that users find it difficult to find them
- Services are not yet mature
- The users do not have sufficient expertise to use the services (in other words the services are too difficult to use)
- The users do not need these services

Walter van Dijk explained how SURFnet is approaching the issue of stimulating service use in four ways:

- Improving the presentation of services
- By getting customers involved in the adoption process
- Stimulating contact between SURFnet and the users by the use of an e-ticket window
- Direct marketing through information exchange using weblogs and by providing information on best practice

Walter went on to explain that there is an issue of how to maintain sustained daily contact with the institutions. SURFnet is in the process of developing a dashboard for technical contacts at the institutions. It is planned that within the next two years a central service point will be put into service. This will provide customers with information on how the network and other services are performing. Full access will be limited to the technical contacts using the federation approach, although end-users will be able to access a sub-set of the information.

Task force members agreed that this approach should be good for stimulating service use and ought to be of interest to all NRENs. Walter said that SURFnet would document the lessons learned from the project and would make them available to TF-LCPM.

Walter will arrange a meeting for all NRENs interested in such a system in approximately one month's time (around the end of October 2006).

Action 20060921-04: – Maurice van den Akker to set up meeting.

5. LCPM Decision Making Models and Tools

The first deliverable for this work area – The Rationale for LCPM was circulated to the task force just before TNC2006. The members of the task force agreed that there are no further comments or suggestions to be taken into account and that this version should be regarded as final.

Action: 20060921-05 – TERENA to put this document on the TF-LCPM web page.

Walter reported that the second deliverable which is to describe the SURFnet approach will be sent to the TF-LCPM e-mail distribution list within the next couple of weeks (by the end of October 2006).

Action: 20060921-06 – Walter to send SURFnet document to TF-LCPM

6. Preparing for TNC2007

It was agreed that TF-LCPM should have a major presence at TNC2007 in order to raise the profile of the work being done in order to interest further NRENs in becoming involved.

John Dyer explained that there will be a joint task force meeting on Sunday 20 May at which all task forces will be invited to make a presentation. The aim of this event which will be from 10:00 until around 16:00 is to stimulate cross task force collaboration. TF-LCPM will make a presentation.

Action: 20060921-07 – TF-LCPM prepare a presentation for joint TF meeting at TNC2007.

It was agreed that following the success of the evening event in Catania, TF-LCPM would request a room for a two hour slot on the free evening at TNC2007.

Action: 20060921-08 – John Dyer – Request slot from TERENA secretariat.

Reporting the LCPM work that has been done in the NRENs and the task force is an important part of our work. A poll of those present indicated that four task force members are planning to submit papers for consideration for inclusion in the main TNC2007 programme. These are:

- Comparing NREN SLAs
- Service Description comparisons and what has been learnt
- The SURFnet Dashboard
- User Survey

It was agreed that TF-LCPM should request a full session in which to present these related pieces of work.

Action: 20060921-09 – Koen to raise the possibility of a TF-LCPM session at TNC2007

7. Chairmanship of TF-LCPM

Urs Eppenberger informed the task force members that his SWITCH commitments had grown so unexpected large that regrettably he is unable to continue as the chairman of TF-LCPM although he still remains interested in following the work.

Alberto Perez was nominated by HEAnet and seconded by SURFnet as a candidate for the chairmanship. Alberto was unanimously accepted by the task force members. It was also agreed that Koen Schelkens should become a co-chair of the task force in view of his leadership of the work area on Service Descriptions. This was unanimously agreed by the members of the task force.

John Dyer will inform the TEC of these changes and seek their approval. TF-LCPM Terms of Reference will be amended once TEC approval has been given.

Members of the task force thanked Urs for his enthusiasm and the work he had undertaken in successfully helping TF-LCPM to move forward.

Action: 20060921-10 – John to inform TEC and amend charter when approved.

8. Presentation of User Surveys

Laetitia Lagneau presented the results of the recent BELNET user survey. This survey which is much more than a user satisfaction survey was undertaken by a commercial company. The survey revealed that BELNET is not widely known amongst the end-user community and those that are aware of BELNET see them as just a broadband supplier. The conclusions are that more value added services and user awareness needs to be provided. BELNET also needs to be more aware of the different user communities they serve and consider market segmentation (between Universities, High Schools and Research Centres).

Walter van Dijk presented the latest SURFnet user survey which is part of a regular mechanism that SURFnet use to monitor their performance. The user survey is based upon feedback from institutions, specialist interest groups and the views of individual users. In a similar way to BELNET, SURFnet found that end user recognition of SURFnet is low.

The SURFnet survey is available online at:

http://www.surfnet.nl/info/artikel_content.jsp?objectnumber=164629

9. Any Other Business

Urs requested that the TF-LCPM web pages be organised into four separate areas, one for each of the work areas with the deliverables being accessed from the relevant pages.

Action 20060921-11 – TERENA

Urs suggested that in order to monitor the involvement of NRENs in TF-LCPM and perhaps motivate more involvement, TERENA should put a list of all NRENs on the TF-LCPM pages indicating which are actively involved and which are not yet represented.

Action 20060921-12 – TERENA

Members of the task force requested that the PowerPoint presentation that Urs made for the May 2006 GA meeting be made available via the TF-LCPM web page.

Action 20060921-13 – TERENA

10. Date of Next Meeting

The provisional date of the next TF-LCPM meeting is 12th/13th February 2007. SWITCH offered to host the meeting in Zurich. The fall back dates are 1st/2nd March 2007.

TF-LCPM Meeting Madrid, Spain
21-22 September 2006

Attendees

María Bolado	RedIRIS
John Chevers	DANTE
John Dyer	TERENA
Urs Eppenberger	SWITCH
Ann Harding	HEAnet
Laetitia Lagneau	BELNET
Alberto Perez	RED.ES/RedIRIS
Magnus Strømdal	UNINETT
Maurice van den Akker	SURFnet
Walter van Dijk	SURFnet
Shirley Wood	UKERNA

Apologies

Tomi Dolenc	ARNES
Ruth Kirkman	DANTE
Maria Ristkok	EENet
Koen Schelkens	BELNET

Summary of Actions
as of 22 September 2006

Action	Responsible	Description	Status
20060514-02	WvD	Provide introduction text for Service Description templates	closed
20060514-03	UE	Ask NRENs on TF-LCPM mail list if they have written service descriptions	
20060514-05	JD	Consider database as a repository for NREN service descriptions	
20060514-06	JC	Share ideas on service description for international customers	
20060514-07	JC	Send draft DANTE template to the list	
20060921-01	TERENA	Put final service description category list from KS online	New
20060921-02	AP, MS, KS	Submit all their NREN service descriptions to LCPM for website	New
20060921-03	JC	Ask subset of 8 NRENs that submitted questionnaire responses how they chose which services to provide SLAs for	New
20060921-04	MvdA	Set up NREN meeting to discuss service centre concept	New
20060921-05	TERENA	Put LCPM rationale document from WvD on web	New
20060921-06	WvD	Send document of SURFnet approach to LCPM to email distribution list	New
20060921-07	Chair	Ensure TF-LCPM prepares a presentation for joint TF meeting at TNC2007	New
20060921-08	JD	Request a 2 hour slot during the "free-evening"	New
20060921-09	KS	Suggest an LCPM session at TNC2007	New
20060921-10	JD	Ask TEC for approval for changes to ToR	New
20060921-11	TERENA	Split LCPM webpage into one for each work area	New
20060921-12	TERENA	Put up list of NRENs on LCPM web pages indicating which are active in LCPM activities	New
20060921-13	TERENA	Put UE's GA PPT on LCPM pages	New