

Exchanging new ideas

New Ideas: Sharing and cooperating within NRENs

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Today's to-do list

- Background of the Terena LCMP taskforce
- SURFnet 2007 plan:
Stimulating "Services Adoption"
- SURFnet Ideas 2007:
 1. Dashboard
 2. SURFnet Central Monitoring
 3. SURFnet IDS
- Corresponding ideas with other NRENs
- Roadmap

1. Background of this meeting: TF-LCPM

- **Life Cycle & Portfolio Management at NRENs is important:**
 1. Customers become more critical towards portfolio
 2. Commercial ISPs are closing the gap (fin/tech/srv)
 3. NRENs need to allocate their resources efficiently

Definitions

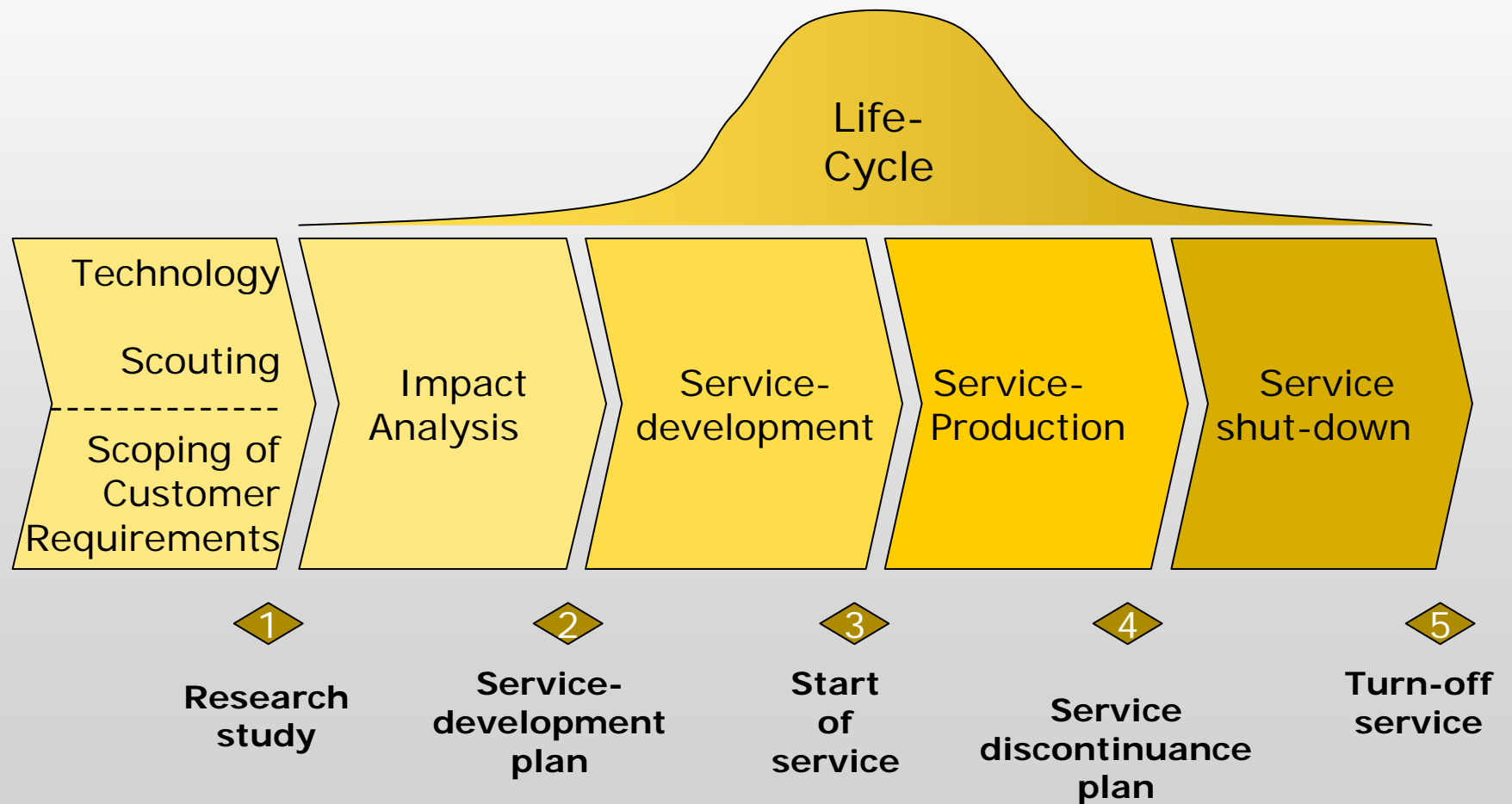
Product Life Cycle Management

- Lifecycle management steers the process in which a concept evolves into a new service, including the ensuing production phase and the phase in which a service is shut down;

Product Portfolio Management

- Portfolio management is steering the process that should result in a well-balanced and well-aligned set of services, offered to the connected institutions

The Lifecycle phases



TERENA TF-LCMP

All NRENs struggle with same issues:

Terena Taskforce LCPM started January 2006.

Goals:

- a. to foster collaboration on Life-Cycle and Portfolio Management between NRENs (within the TERENA constituency);
- b. to provide a forum for exchange of experience and know-how on Life-Cycle and Portfolio Management issues.

4 working areas within TF-LCMP

1. Service Portfolios (analyzing & comparing SP's)
2. SLA comparison
3. Development of LCMP decision-making models and tools
- 4. Exchange of Ideas:**
 - a) Identify new service ideas
 - b) Exchange of ideas on new services and how to deliver the service
 - c) Identify examples on co-development and co-delivery

Shareable Ideas

- a) Identify new service ideas
 - b) Exchange of ideas on new services and how to deliver the service
 - c) Identify examples on co-development and co-delivery
- Stimulating the adoption of services
 - Dashboard
 - SURFnet monitoring
 - IDS

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Project Stimulating adoption of services

Today's challenge: the usage of NREN services is far behind expectations

Quote:

"SURFnet has Great services! ...

But I don't use them, sorry"

Today's problems @ SURFnet

1. A lot of services are created and built by SURFnet
2. Many customers don't use them

WHY? Some causes:

1. It is not evident where (new) services can be found. Information about services is found everywhere;
2. Services are not mature enough (user friendliness, doesn't fit with customer's environment)
3. Customers don't have time/knowledge to implement
4. Customers don't know about services due to lack of contact with the NREN
5. Customers don't need our services (there are alternative products, price too high, etc..)

project stimulating usage of services

- GOAL:
Stimulate the usage of SURFnet (wholesale/security) services to obtain a significant number of active users

<i>Service</i>	<i>Number of active users</i>			
	<i>End:</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>
<i>AIRT</i>		9	15	24
<i>IDS</i>		35	50	70
<i>MailFilter</i>		2	30	54
<i>SURFlow</i>		3	20	35
<i>PACT</i>		5	20	35

How to stimulate usage?



... or maybe not?

Basis:

- SURFnet exists as NREN to serve specific customers. Services are aimed specifically at them.
- Customers require the SURFnet services (user survey)
- Customers have a positive attitude towards adoption

'stimulating the usage of services':

1. Offer the service from one dynamic spot: dashboard. Stimulate electronic contact.
2. Improve the 'presentation' of services (e.g.. user friendliness, documentation, integration)
3. Getting involved in the adoption process at the customer: delivering consultancy. Determine costs/benefits. Deliver training to ease the adoption process;
4. Use communities to share experiences. Use direct marketing techniques, weblogs etcetera
5. Expand existing services: (e.g.: Intrusion Detection System)

- a) Train Account Managers: Service and Sales oriented
 - b) Map target institutes: Identify key persons, barriers, determine costs and benefits, technical issues, alternatives
 - c) Create a *plan-de-campagne* to address issues found at b)
3. Getting involved in the adoption process at the customer;
- I. Multi-layer approach (management en operational level) delivering consultancy. Determine costs/benefits. Deliver training to ease the adoption process;
 - II. Support
 - III. Consultancy
 - IV. Agreement
 - V. Train (CSIRTs/TRANSITS)

1. Offer the service from one dynamic spot: dashboard. Stimulate electronic contact.
2. Improve the 'presentation' of services (e.g.. user friendliness, documentation, integration)

NREN wide service?

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DashBoard

Activity: SURFnet dashboard

- Central platform for all applications
- Meant for technical contacts at institutes
- Login once, use many services
- Services have same GUI/interaction methods
- New services can be plugged in easily
- Requirement: standardization and integration
- Result: Improved presentation of services + new marketing machine

Next...

First artist impression of Dashboard...

SURFnet DashBoard

Ingelogd als: [lange.username@eennogal.lang.domain.nl](#)

Dinsdag 25 april 2006, 14:29

Security



[NERD](#)



[IDS](#)



[PACT](#)



[IRT](#)



[Junk-select](#)



[Kanon](#)

Network and infrastructure



[SURFstat](#)



[DetectiveBuilder](#)



[Monitoring](#)

Authentication and Authorisation



[Eduroam](#)



[Federation](#)



[SCS](#)

Rapportage



[SURFnet ReportBuilder](#)

Actual

- 12-04-06 [Onderhoudswerkzaamheden gepland voor adius servers onbetrouwbaar](#)
- 10-04-06 [Integratie rapportagefunctionaliteit gepland voor november 2006](#)

FAQ

1. [Waarom is het dat er en daarom kan ik niet, hoe kan dat toch steeds?](#)
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[Alle vragen](#)

Next...

Interaction designer's impression of the Dashboard
Rene Scheffer

Dashboard Middleware
Achiel van der Mandele

NREN wide New Service?

3

Central Monitor

- Dashboard as a central service spot, but: how to attract customers to visit this spot?
- Central monitoring tool: Show customers from a NREN perspective:
 - How well does the network perform?
 - How well do the services perform?
 - How well do the delivered services perform
 - Outage / Alarms
 - (artist impression, see next. for example, based on Nagios)

SURFnet Dashboard

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[Alle vragen](#)

Terug SURFnet Dashboard

M Monitoring

Logged in as: [lange.username@eenogal.lang.domain.nl](#)

Dinsdag 25 april 2006, 14:29

Overview | **General view** | 3d view | more views | less views

More information

112.223.212.3

[view](#)

✓ [Monitor enabled](#)

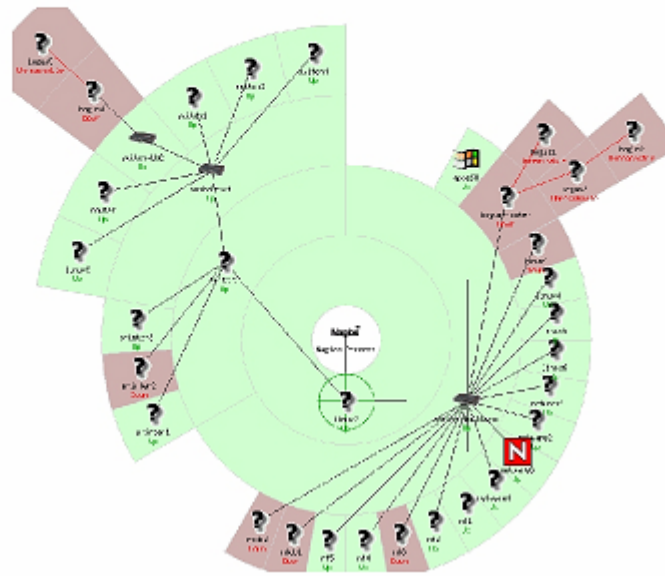
Caution: euriforia debluta eruptum.

Network and services view

Nagios

- General
 - Home
 - Documentation
- Monitoring
 - Tactical Overview
 - Service Detail
 - Host Detail
 - Status Overview
 - Status Summary
 - Status Grid
 - Status Map
 - 3-D Status Map
 - Service Problems
 - Host Problems
 - Network Outages
 - Comments
 - Downtime
 - Process Info
 - Performance Info
 - Scheduling Queue
- Reporting
 - Trends
 - Availability
 - Histogram
 - Alert History
 - Notifications
 - Event Log
- Configuration
 - View Config

Network Map For All Hosts
 Last Updated: Sun Jun 8 20:29:54 CEST 2002
 Updated every 75 seconds
 Nagios™ - [www.nagios.org](#)
 Logged in as guest
 - Monitoring process increasing
 - Notifications cannot be sent out
 - Service checks are being executed
[View Status Detail For All Hosts](#)
[View Status Overview For All Hosts](#)



Layout Method: Circular (Marked Up) Scaling factor: 0.7
 Drawing Layers: Windows Workstations, Linux Servers, Mail Servers
 Layer mode: Include Exclude
 Suppress popups:
 Update

[Uitlegt](#)

Terug SURFnet Dashboard

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- Alert History
- Notifications
- Log File
- Comments
- Downtime
- Process Info
- Performance Info
- Configuration
- View Config

Current Network Status
 Last Updated: Sun Jul 16 14:06:34 CDT 2001
 Updated every 75 seconds
 Nagios™ - [www.nagios.org](#)
 Logged in as guest
 Monitoring process is running
 Notifications cannot be sent out
 Service checks are being executed

[View History For All Hosts](#)
[View Notifications For All Hosts](#)
[View Status Totals For All Host Groups](#)
[View Status Summary For All Host Groups](#)
[View Status Grid For All Host Groups](#)

Host Status Totals

Up	Down	Unreachable	Pending
24	7	4	0

All Problems **All Types**

7	26
---	----

Service Status Totals

Ok	Warning	Unknown	Critical	Pending
16	2	0	14	10

All Problems **All Types**

16	137
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Service Overview For All Host Groups

Windows Workstations (win-workstations)				Nagios Servers (nagios-servers)				Linux Servers (linux-servers)				Mail Servers (mail-servers)				Novell Servers (novell-servers)				NT Domain Servers (nt-domain-servers)															
Host	Status	Services	Actions	Host	Status	Services	Actions	Host	Status	Services	Actions	Host	Status	Services	Actions	Host	Status	Services	Actions	Host	Status	Services	Actions												
server1	UP	1 OK		server1	UNREACHABLE	2 CRITICAL		server1	UP	1 OK		server1	UP	1 OK		server1	UP	1 OK		server1	UP	1 OK		server1	UP	1 OK		server1	UP	1 OK		server1	UP	1 OK	
server2	UP	1 OK		server2	UNREACHABLE	2 CRITICAL		server2	UP	1 OK		server2	UP	1 OK		server2	UP	1 OK		server2	UP	1 OK		server2	UP	1 OK		server2	UP	1 OK		server2	UP	1 OK	
server3	UP	1 OK		server3	UNREACHABLE	2 CRITICAL		server3	UP	1 OK		server3	UP	1 OK		server3	UP	1 OK		server3	UP	1 OK		server3	UP	1 OK		server3	UP	1 OK		server3	UP	1 OK	
server4	UP	1 OK		server4	UNREACHABLE	2 CRITICAL		server4	UP	1 OK		server4	UP	1 OK		server4	UP	1 OK		server4	UP	1 OK		server4	UP	1 OK		server4	UP	1 OK		server4	UP	1 OK	
server5	UP	1 OK		server5	UNREACHABLE	2 CRITICAL		server5	UP	1 OK		server5	UP	1 OK		server5	UP	1 OK		server5	UP	1 OK		server5	UP	1 OK		server5	UP	1 OK		server5	UP	1 OK	
server6	UP	1 OK		server6	UNREACHABLE	2 CRITICAL		server6	UP	1 OK		server6	UP	1 OK		server6	UP	1 OK		server6	UP	1 OK		server6	UP	1 OK		server6	UP	1 OK		server6	UP	1 OK	
server7	UP	1 OK		server7	UNREACHABLE	2 CRITICAL		server7	UP	1 OK		server7	UP	1 OK		server7	UP	1 OK		server7	UP	1 OK		server7	UP	1 OK		server7	UP	1 OK		server7	UP	1 OK	
server8	UP	1 OK		server8	UNREACHABLE	2 CRITICAL		server8	UP	1 OK		server8	UP	1 OK		server8	UP	1 OK		server8	UP	1 OK		server8	UP	1 OK		server8	UP	1 OK		server8	UP	1 OK	
server9	UP	1 OK		server9	UNREACHABLE	2 CRITICAL		server9	UP	1 OK		server9	UP	1 OK		server9	UP	1 OK		server9	UP	1 OK		server9	UP	1 OK		server9	UP	1 OK		server9	UP	1 OK	
server10	UP	1 OK		server10	UNREACHABLE	2 CRITICAL		server10	UP	1 OK		server10	UP	1 OK		server10	UP	1 OK		server10	UP	1 OK		server10	UP	1 OK		server10	UP	1 OK		server10	UP	1 OK	

[Uitlegt →](#)

Help to improve a service?

4

SURFnet IDS

Rogier Spoor