

LCPM Exchange of ideas - SURFnet 15 Dec 2006

[11.00 - 11.30] Introduction and background of 'exchanging new ideas'

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After the introduction two types of interest seem dominant in this meeting: portal/dashboard and customer approach, business models.

[11.30 - 12.30] SURFnet's plan about stimulating services and a corresponding to be developed service called 'Dashboard'

Formerly, the Account Advisers of SURFnet were organized per region. Because of the focus on the stimulation of adoption of services, SURFnet decided to reassign the account advisers: to customer groups. In this way, each account adviser is able to lay more focus on the specific properties of the group.

Maurice is part of Account Advising team, but manages the project stimulating (wholesale/security) services.

(slides Maurice: overview/short history of LCPM, SURFnet service usage, ...)

Dashboard designers impression by Rene Scheffer

Another possibility to include in Dashboard: lightpath services (sugg. by Magnus)

Middleware issues by Achiel van der Mandele

(middleware for monitoring, data-aggregation etc..)

No implementation yet. Achiel will do this in the second half of his internship at SURFnet.

Dashboard: sort of "mySurfnet", targets improvement of service presentation to tech contacts at member institutions. Another service to be developed is SURFboard, targeted at end users.

[13.30 - 14.00] Presentation: SURFnet Monitoring Service and IDS

By Rogier Spoor. LAN worm sensor... Custom built Knoppix on USB-stick, with openvpn connection to central server. The sensors (booted from USB-stick) only bridge the local LAN at the customers' premises to the central server. The central server acts as honeypot to detect malicious activity on the LAN. The honeypot software is nepenthes (nepenthes.sf.net). In the beta version an additional piece of software (Argos) is used, Argos is supposed to detect zero-day attacks.

The memory sticks are also tested in Australia. This shows the system is scalable across borders, indicating there is room for inter-NREN collaboration on this subject. The software can be found at <http://ids.surfnet.nl>.

Another designer impression is shown. The SURFnet monitoring idea (as part of the dashboard, giving status view to the customer -- loosely based on nagios). This should enable the customer to quickly view the network status as seen by SURFnet.

Another idea is to use the IDS sensors (or a similar setup) to do some active monitoring from the customer's LAN.

**[14.00 - 14.30] Gathering corresponding ideas of other NRENs;
[14.45 - 15.30] Discussion about the roadmap: Establishing cooperation between NRENs: How further? Defining targets and agreements.**

SWITCH is similar in size and scope similar to SURFnet. Martin is not sure about delivering services to the end-user. Dashboard is mainly for the institution ICT management. Though it would be nice to use the fundamentals of Dashboard for a "end-user dashboard".

Commercial providers are closing the gap -- NRENs should be aware of this, but maybe NRENs can start delivering services outside their current constituency.

Sometimes it is not clear to the customer what the additional costs are when using a service (e.g. time for configuration on their own systems or additional hardware).

UNINETT mentions the stager service, a monitoring service for the campus IT staff. More info at <http://stager.uninett.no>.

SWITCH has majority of services bundled. Unbundling the services means unbundling the bills. Financial administrative applications can be connected to the dashboard. Offcourse you need to unbundle the bills then.

What with lightpaths and billing? Not clear yet, but you will need e2e monitoring before you can start billing. End to end monitoring is already coordinated by JRA1 at DANTE.

Koen/BELNET wants to cooperate on this Dashboard idea. HEAnet jumps in too. They are willing to do some coding and implementation. Certainly on the back-end stuff.

NREN services can be targeted at either campus ICT staff (sort of wholesale services), or at the end users (students, staff, researchers, ...). Who do the students call if the videoconference stuff breaks? The local IT staff? But they are not aware let alone responsible for the MCU. Videoconferencing is an example where involvement of the campus IT is a must because videoconferencing requires specialized hard- and software @ the end user site. As each site is configured individually, the NREN staff can't assume the 1st level helpdesk. The end user cannot know if a problem has to do with the MCU, the GDS or anything else in the chain of information. Therefore the local IT must be called first. Should the Dashboard be targeted at the ICT staff or at the end-user? At this time the primary target group is the ICT staff. If they get a 1st level sup-

port call they can check the Dashboard first to see if something is wrong at the NREN side.

PERT (performance enhancement response team) is another keyword which comes into play here. PERT is a joint effort between NRENs and the campus IT. There are numerous publications about this issue. It is also a work item in the currently ongoing GN2 project.

Some remarks from the BELNET user survey; ICT mgmt (decision makers) asked BELNET to look for economies of scale. On the other end, end-users don't know BELNET and don't know what they do. However, the feedback from the key end-users is very valuable to know how the network will (have to) evolve.

Magnus: we have built services for end-users that campuses can't do. For support you can buy support, rent call center capacity (for low-tech first line support).

HEAnet has three clouds of support staff. They have three technical teams - Network Development, Network Operations and Managed Network services that they pull their support desk from on a rota basis.

Customers and users are two different things. A customer is who you have a contract with, the institution, the user is the institution's staff and students.

Adoption process (this is the process of having a new service adopted by the customers/users). Best practice in campus management. 'Consultancy services' towards the campuses. What do the others do?

UNINETT organises workshops for the campus administrators. UNI-C has a yearly roadshow, visiting every campus for half a day, showing new services and equipment.

SURFnet had a consultant traveling to the campuses talking about and auditing multicast capabilities. Now more and more campuses are really using multicast.

Managed firewalls? HEAnet is offering such services to connecting schools. Often policy fights start to happen if you want to do this. Policy can be very site specific. Certainly bigger institutions won't step in such a scheme. UNINETT has published best practice documents for firewalling.

UNINETT has a project proposal for a service portal. One of the requirements is collaboration with LCPM activity.

What next?

We should look at standardisation. Like how to handle single sign-on. There is work going on in GN2 (JRA5 on AAI, JRA1 on interdomain monitoring).

Have some of the ideas on paper. Achiel is going to deliver his architecture presentation within 6 weeks. LCPM people are invited... Maybe it is going to be recorded, or streamed through videoconference...

Involve TF-PR for presentation layer (usability...). Not before prototype...

SURFnet milestone: have 1st version operational by July 2007. There will be something ready by TNC2007. The prototype will be ready by end of January 2007.

UNINETT will probably start a project, but needs to do more research. They will know more by the end of January 2007.

So next information exchange will be around end of January, next live meeting in Zurich early March.

Martin asks for results of the user survey from BELNET and/or SURFnet. The surveys were explained in the previous TF-LCPM meeting. More in the next meeting, Zurich.

HEAnet will share the survey.

Another BoF on Exchange of Ideas on next TNC2007??

The meeting minutes of the meeting in Madrid are here:
<http://www.terena.nl/activities/tf-lcpm/meetings/3/>