

## TF-MSP Deliverables

Document date: 17 October 2008

Maintained by: John DYER  
TERENA

This document is based on the deliverable list attached to the TF-MSP Terms of Reference dated 14 February 2008. It is updated at each meeting of TF-MSP. This version incorporates the updates from the 29-30 September meeting.

Area & Deliverable Titles	Notes & Agreed Actions	Name	Deadline / Status
<b>Service Requirements</b>			
Identify services of common interest to NRENs	Alberto is studying AUPs from regional networks and so will also look at other NREN AUPs.  A link page to NREN AUPs is available via compendium web pages	<b>AP</b>	AP undertaken a review, will document his observations
Identify user requirements for new services	Marcus will write a document on GigaCampus project and send to TF-MSP list	<b>MS</b>	ongoing
	John will identify a list of new user requirements that are found in the compendium 2008 data	<b>JD</b>	ongoing
Work related to user groups and/or AUP	Koen will make a contribution on providing service to new user groups such as city administrations – they are very demanding users.	<b>KS</b>	Segmentation presentation given in Sept 08
	Should TF-MSP make a more in-depth analysis of the NREN AUPs?		

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<b>Service Development</b>			
Quality of service provision Alignment with User Requirement	Shirley Wood reported that JANET has written a document on over provision – John to put link on the MSP web pages	<b>SAW &amp; JD</b>	DONE Link on TF-MSP document store page
Service Management including collective bargaining for access to formal service management resources and libraries	In Spain this is also done using PAPI for one service. TERENA SCS & RTIR project are EU examples GigaCampus does central bargaining CHEST, SURFSPOT (national examples) Power of federations might ease access  Alberto to make simple document by August /September 2008.	<b>AP</b>	Document to await the outcome of the collective bargaining of software activity
Common Description of Services to complement the service categories	Skip at the moment		

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<b>Service Rollout</b>			
Organise workshops on new services.	Possible topics identified for workshops include: <ul style="list-style-type: none"> <li>• Spam filtering</li> <li>• Media content repository / IPTV</li> </ul>	<b>JD</b>	TERENA probably organising a workshop on media content repository in Jan/Feb 2009
Promoting the take-up of new/existing services and converse for old services	SURFnet already provided information in this area to TF-MSP		
	Magnus has prototype services, e.g. centralised storage services, but have not yet explored how to launch this to community – could be a good case study for MSP	<b>MS</b>	
Sharing of experiences on outsourcing	SWEDEN outsource most things – AP will contact SUNET	<b>AP</b>	
Refine the issues in outsourcing	Should consider the costs of FTEs involved in doing job internally v contract costs.  John to look in Compendium data to see if anything can be learned about NREN core competencies	<b>JD &amp; AH</b>	NEW

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<b>Service Operation</b>			
Continue to gather & publish case studies on SLAs	John to create an SLA link page	<b>JD</b>	BELNET SLA expected to be published for 1 Jan 2009 Will have a related customer satisfaction survey. JANET (UK) now have a simplified SLA
Risk Management	<p>John to put links to Risk Assessment, Risk Management and Business Continuity on TF-MSP web pages.</p> <p>JANET(UK) have done business continuity for office and network</p> <p>This should be on agenda of all NRENS in next few years</p> <p>Ask people if they are willing to contribute to list of examples and documents</p>	<b>JD</b>	<p>TERENA have put in place a disaster recovery system to ensure continuity of core public services.</p> <p>Alberto provided information on the outage of a major Madrid data-centre that had an impact on RedIRIS</p>
Promote good practice in service provision	Need to reach consensus on issue including: the value of SLAs; whether data retention is good/bad.		
Business Continuity Planning			JANET(UK) have put in place

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<b>Service End of Life</b>			
Co-operation with TF-PR			
Collaborate with the compendium review panel			
Promoting the take-up of new/existing services and converse for old services			

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<b>NREN Strategy</b>			
Making the case for NRENs	First Draft reviewed in Brugge May 2008 Presentation of further findings, TF-MSP, September 2008	<b>JD</b>	Second Version of "The Case for NRENs" to be completed by end October 2008
Align work of TF more consistently with NREN management tasks			
Non-technical factors which could affect the development of NRENs activity	Human resources – problems in our environment Changing trends in users – new users arrive with ingrained behaviour – big challenge, university services are not used as they arrive with their own, Regulatory Issues  Ties in very strongly with "FREE SERVICES" issues	<b>MS &amp; JD</b>	
Study of tariff models	Alberto to talk to Bob Day of JANET(UK)	<b>AP</b>	