



INFORMAL MEETING OF TF-MSP
BRUGGE, BELGIUM
Tuesday 21 May 2008

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Minutes by John DYER

1. Introduction

Some members of TF-MSP who had attended the joint TF-MSP/TF-PR meeting met informally during the lunch-hour of Tuesday 21 May 2008 during TNC2008 which took place in Brugge, Belgium. The purpose of the meeting was to assess the deliverables list associated with the TF-MSP Terms of Reference dated 14 February 2008. This document can be found on the TF-MSP web pages at the address: <http://www.terena.org/activities/tf-msp/tf-msp-approved-tor.pdf>

2. Additions and Changes

a) Service Requirements

Shirley Wood agreed that JANET(UK) would provide TF-MSP with a document on ***identifying user requirements for new services*** (SR-bullet 2)

Alberto Perez reported that he had been studying the Acceptable User Policies (AUPs) from regional networks and will also be examining those of some NRENs. This work will feed into SR-bullet 3. John Dyer agreed to help Alberto by providing links to AUPs.

Koen Schelkens of BELNET agreed to make a contribution to work in the area of Service Requirements by providing material on ***providing service to new user groups such as city administrators***. It turns out that such groups can be very demanding.

John Dyer agreed to provide input for the Service Requirements document regarding anything new that appears in the 2008 responses to the TERENA NREN Compendium questionnaire. It was agreed that the first draft of the document on Service Requirements should be completed in advance of the next TF-MSP meeting which will be towards the end of September 2008.

b) Service Development

In respect of the Alignment of Quality of Service with Users' Requirement, Shirley Wood reported that JANET(UK) staff have produced a document discussing the use of overprovisioning of capacity. She agreed to provide a link to the document to John Dyer for the TF-MSP webpage. Walter van Dijk expressed his interest in this work area.

It was noted that the activity of TF-MSP collaborating with the work on the TERENA Compendium of NRENS in Europe is well covered with both John Dyer & Shirley Wood being members of the Compendium review panel.

When discussing NRENS undertaking *collective bargaining* for their own constituency, national examples like CHEST(UK) and SURFSPOT(NL), GigaCampus(NO) were mentioned. In addition TERENA has been able to provide a single point in which NRENS have been able to collectively bargain on a European basis for the RTIR development and the SCS service. DANTE also undertake pan-European procurement of GÉANT on behalf of the NRENS. Alberto Perez said he would be producing a simple document on the topic in the August/September 2008 timeframe.

<http://www.eduserv.org.uk/chest>

<https://www.surfspot.nl/>

<http://forskningsnett.uninett.no/gigacampus/index.en.html>

It was agreed to hold-off starting work on the *Common Description of Services* for the time being.

c) Service Rollout

One of the objectives under this heading was for TF-MSP and TF-PR to work more closely. Since the two task forces have already met once and a second joint meeting is planned for September, this bullet has been undertaken.

On the topic of organising workshops on new services, it was agreed that the new services have to be identified before any planning can commence.

Magnus Strømdal has a prototype service (of centralised storage) which will need to have a plan developed on how this should be launched. Magnus suggested that this would make a good case study for TF-MSP.

Shirley Wood mentioned that JANET(UK) has been outsourcing the provision of a Short Message Service from a commercial supplier. Information on this can be found at

<http://www.ja.net/services/janet-txt.html>

In passing it was mentioned that SUNET relies almost entirely on outsourcing to provide their network and services. Alberto Perez said he would contact SUNET and will report back to TF-MSP.

c) Service Operation

Koen reported that BELNET aim to have SLAs available by September 2008.

Shirley Wood said that the JANET SLAs have been simplified and a link can be found at:
<http://www.ja.net/services/publications/policy-documents/service-level-agreements.html>

John Dyer reported that he had been exploring the area of Risk Assessment and Risk Management. ENISA has undertaken a survey in this area and provides an extensive list to relevant standards in this area. <http://www.enisa.europa.eu/> John also mentioned that TERENA had put in place and implemented a disaster recovery plan to provide continuity of service should the TERENA office and machine room become unusable. Shirley added that JANET(UK) also have undertaken a business continuity study for both office and network. It was agreed that **business continuity** should be high on the agenda of NRENs in the coming years.

e) NREN Strategies

John Dyer had presented the initial draft of the paper "The case for NRENs" at the joint TF-MSP/TF-PR meeting on Sunday 18 May 2008. There had been some feedback which would be incorporated into the second draft. In addition there had been significant discussion outside of the meeting which would lead to further changes. Most significantly it had been suggested that the concept of separate strategies should be introduced to cover situations in which NRENs might need to make their case.

Other issues that might need to be addressed included: difficulties in getting sufficient human resource; that their our changing trends in new users, specifically, new users of NREN services often arrive with ingrained behaviour and may find it difficult to adapt; regulatory issues.

On the issue of **tariff models**, Alberto agreed to talk to Bob Day of JANET(UK) who has considerable experience in this topic.