



« *networking the networkers* »

TERENA TASK FORCES

TF-NOC: Task Force on Network Operation Centres

A forum for leading staff members of Network Operation Centres (NOCs) to facilitate knowledge exchange and collaboration, in order to foster the development and improvement of NOCs, primarily within the research and education community.

Background

Today's NOC (Network Operation Centre) functions are essential, costly and critical in respect of NRENs' main business, as well as of regional, metropolitan and campus network providers and infrastructure development projects. However, there is extreme diversity in terms of NOC organisation, structure, and roles across various domains. It is also hard to find information about common practices related to day-to-day NOC operations. This has created a situation where NOCs usually cope with similar issues, but in very different ways (i.e., various tools, procedures, workflows, etc.).

The Task Force on Network Operation Centres (TF-NOC) brings together NOC managers, engineers, developers, operators, controllers and project managers interested in NOC functions in order to share experiences and knowledge as well as to investigate the possibility of creating best common practices.

Objectives

- to provide a forum for exchanging and promoting ideas, experience and knowledge related to Network Operation Centres
- to explore and get an understanding of the taxonomy of Network Operation Centres (i.e., NOC types, models and structures)
- to exchange ideas, experience and knowledge on NOC tools, functions, workflows, procedures and best practices
- to facilitate inter-NOC communication and collaboration
- to foster collaboration on various NOC service improvements and (open source) tool developments
- to work together with related TERENA task forces such as TF-MSP and also liaise with other communities such as GN3-APM, GN3-JRA2, and EGI.

Meeting Frequency

The Task Force will meet at approximately four-monthly intervals. Physical meetings will be held at various locations, taking care to reduce overall costs to participants by collocating with other events.

TF-NOC will operate with a 3-year mandate, starting on 01 September 2010. A report on the progress of the Task Force and the results achieved will be made at the TERENA Networking Conference 2013.

WHAT IS TERENA?

TERENA is the association in which Europe's research networking organisations, research institutes, equipment vendors and telecommunications operators can meet, exchange information and experience, and collaborate on a range of activities.

If you are a campus or research centre network or system administrator or manager, an NREN representative, vendor or IT specialist, your participation is welcome.

For further information, or to join our mailing list, please visit: www.terena.org/tf-noc

TERENA Secretariat
Singel 468 D, 1017 AW
Amsterdam, The Netherlands
T +31 20 530 44 88 • F +31 20 530 44 99
secretariat@terena.org
www.terena.org