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# Facilitate the collection/creation of best practice documents

*Pieter Hanssens – BELNET*

*Contributors: BELNET, Dante, Nordunet*

*1<sup>st</sup> TF-NOC meeting*

*Barcelona, September 3<sup>rd</sup>*



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# Agenda

- **Title interpretation**
- **Focus: where should it be?**
- **Existing solutions**
- **Discussion**



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# Title Interpretation

## Facilitate the collection / creation of best practice documents

- FACILITATE by means of infrastructure (current: Confluence)
  - ease of use
  - uniformity
  - no overlap, single point of information
  - interoperability
  - accessibility
  - exportability
  - security



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# Title Interpretation

## Facilitate the collection / creation of best practice documents

- COLLECTION / CREATION
  - set up infrastructure of use current
  - structure / arrangement becomes key
- BEST PRACTICE DOCUMENTS
  - identify domains where BCP is useful
  - documents are dynamic but to a certain degree
  - do not re-invent the wheel: re-use



# Title Interpretation

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## Terms of Reference: BCP Docs & Whitepapers

- identify topics for which BCP is useful
  - what about the more dynamic areas of a NOC?
  - clearly define scope
- Facilitate other work item leaders to collect, create and publish information
- Identify, collect and publish existing how-to guides (ideally actively used in an operational NOC)
  - gives users an example on how others did action X



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# Title Interpretation

## Terms of Reference: Documentation

- What kind of documentation to collect and share between different NOC's? Q: Overlap with D: inter-noc collaboration? More useful: what kind of documentation does each type of NOC has to have, is nice to have, ...
- Which ways of documenting are suitable for which kind of documentation?
- What kind of information is gathered by currently operating NOCs?



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# Title Interpretation

## Facilitate the collection / creation of best practice documents

- COLLECTION / CREATION
  - structure becomes key
  - legal issues? copyrights / NDA
- BEST PRACTICE DOCUMENTS
  - identify domains where BCP is useful
  - documents are dynamic but to a certain degree
  - do not re-invent the wheel: re-use



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## Focus: where should it be?

### Open discussion (later):

- **Collection / Creation?**
- **Best Practice Documents \***
- **Deliverables**

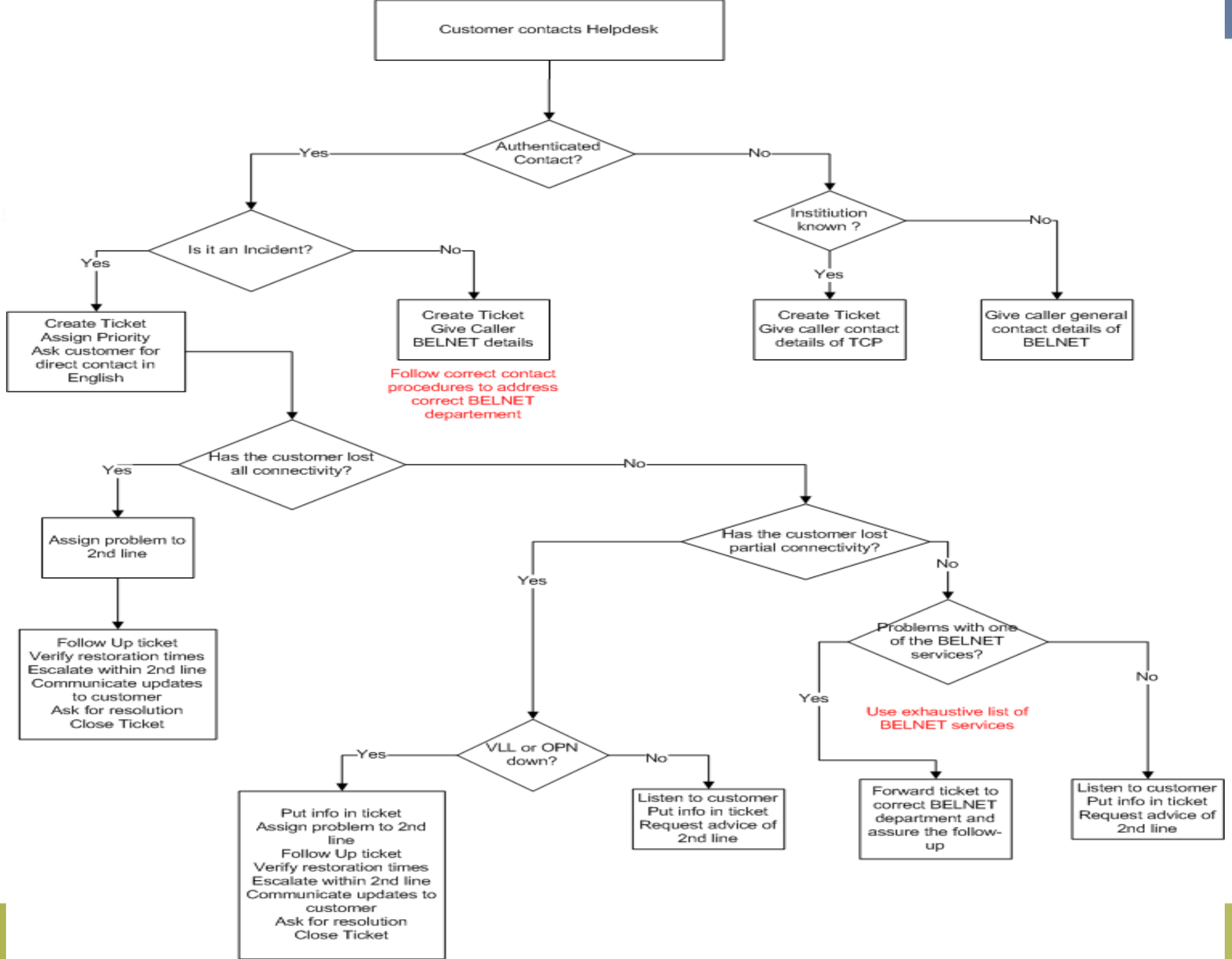


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## Focus: where should it be?

### **Best Practice Documents: structure**

- **let it depend on the taxonomy of NOC's?**
- **identify modular building blocks?**
- **follow a chronological order?**
  - theory of the NOC
  - setting up a NOC infrastructure
  - hiring people
- **based on type of customers?**
- **represent this structure in Confluence?**
- **define in- and out-of-scope ASAP**





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## Focus: where should it be?

### **Best Practice Documents: scope?**

- **Horizontal: which types of NOC's?**
- **Vertical: different areas within (each) NOC**
- **Setting up, staffing, operating, maintaining, handing over**



## Focus: where should it be?

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### **Best Practice Documents: some thoughts**

- BCP on which methodology to use
- BCP per NOC Function
- BCP per NOC Type
- BCP for SLA / OLA
- BCP for KPI's
- BCP for workflows
- BCP for tools
- BCP for ticketing / prioritization
- BCP for staffing / roles / shifts
- BCP for NOC location
- BCP for people skills / soft skills

**How far are we willing to go?**



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## Focus: where should it be?

### **Worst Practice Documents:**

- What to avoid
- What not to say
- Which tools not to use

Is this realistic / morally correct?



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# Existing Solutions

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## Methodologies:

- ITIL
- eTOM

## Literature:

- BCP for NOC's specifically?
- BCP for hiring adequate staff
- SLA / SLS

## Presentations

- NANOG 24 presentation by Timothy Brown & Matthew Ringel



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## Discussion: topics

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- **Title interpretation**
- **Focus**
- **Scope (are topics relevant? Any other topics?)**
- **Existing Solutions**
- **Next Steps / Deliverables**



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**Thank you!**