

## TF-NOC meeting in Barcelona

Efficient communication/  
collaboration tools and practices

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Topic	Suggested Priority
Communication tools	1
Inter-NOC communication	2
Discuss how federated services affect NOCs and identify what is important in regards to communication between the different parties that manage them.	3
Discuss what different organisations consider to be sensitive information and identify what information organisations are willing to share or not share openly.	4

Subtopic	Suggested Deliverable
<p>Investigate what kind of information NOCs use in their trouble tickets and investigate the possibility to harmonise that content to make information sharing between NOCs and ticket systems easier.</p>	<p>Make a summary of what kind of information that NOC use in their ticket systems.</p>
<p>Identify ways of communicating internally (e.g., IM, VC, and web-forum) in different NOC structures and investigate benefits and disadvantages of different methods.</p>	<p>List and try to coorelate different tools used to communicate internally within different organisations.</p>
<p>Collect information about which tools NOC use for external communication and how they are used.</p>	<p>List tools used to communicate between NOCs</p>



Subtopics	Suggested Deliverables
<p>Identify if there are any areas where NOCs could benefit from having more collaboration in harmonising the communication between them.</p>	<p>Make a list of services where NOCs rely on information from other NOCs. Identify which tools are used and what kind of information that is communicated</p>
<p>Discuss how workflows can be used to visualise inter-NOC communication.</p>	<p>Give examples of different ways used to visualise workflows</p>

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