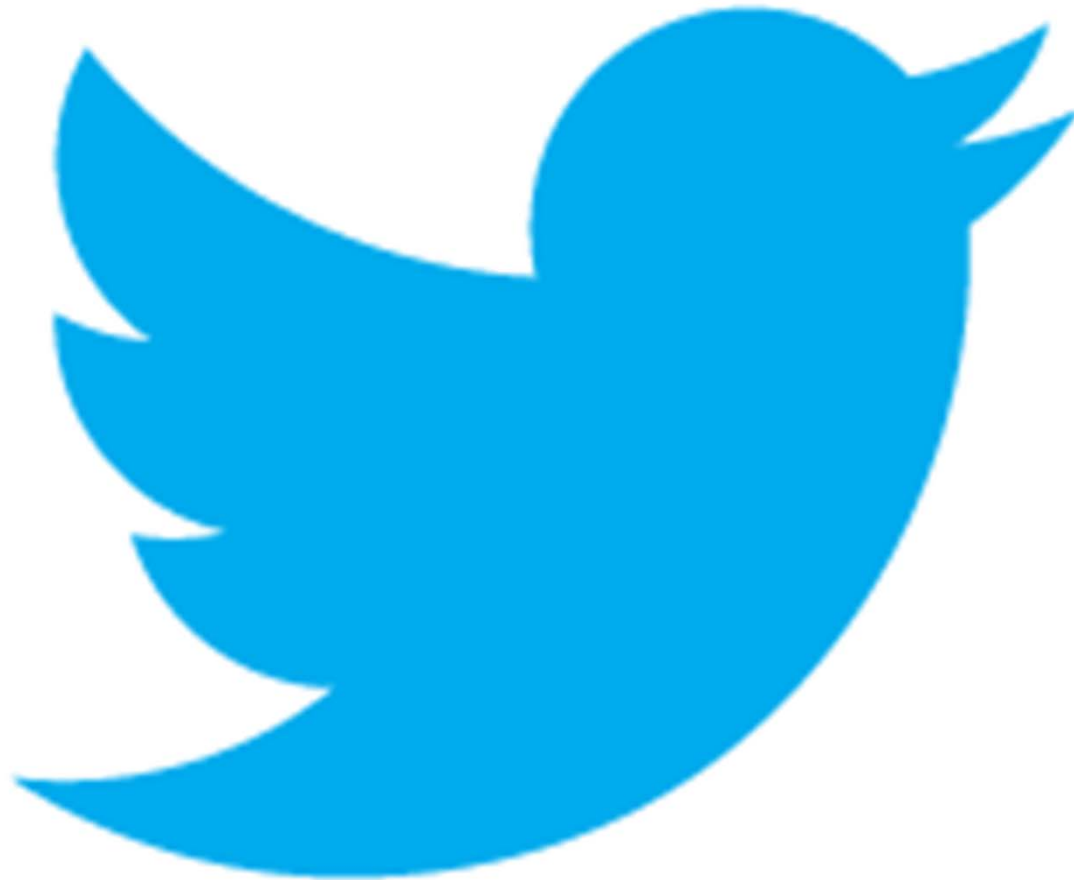


Imprecise Network Monitoring Tools

Brian Nisbet, HEAnet
TF-NOC, Prague

- **Important word here is imprecise**
- **This is a secondary information source at best**
- **People on the Internet are often wrong**
- **Do not go home and turn off other tools!**



Is This the Future?

SIR, THE ENEMY HAS
LAUNCHED A MISSILE.

HOW DO YOU KNOW?

TWITTER.



xkcd.com



- **Many commercial operators have dedicated social media CS teams.**
- **No expectation for NRENs to have them, yet.**
- **Any expectation for either group to have engineering staff hired to check Twitter?**

- **Is \$VLE down for everyone or just me?**
- **Has the campus lost power or just connectivity?**
- **Has the local computer services dept noticed something they haven't told you about yet?**

- **Routing issues to !Google or !Amazon?**
- **Increased latency?**
- **CPE facing interface issues?**
- **Unintended consequences of a change?**

- **Find relevant official a/cs, follow them**
- **Reactive searches**
- **Don't just search locally, the Internet is a big place!**

- **Huge amounts of noise, even (especially?) during an incident**
- **Many students complain about having to study, then complain when they can't**
- **Institution acronyms may well be shared (DCU is a university, a football team & a superhero universe)**

- brian.nisbet@heanet.ie
- @natural20
- [**www.facebook.com/natural20**](http://www.facebook.com/natural20)