TF-NOC flash presentation

Network

- What infrastructure have your organization deployed? (e.g. fiber + equipment)

- What services are your organization offering and maintaining?

- Which tools are you using to manage/monitor the network?

NOC structure

- Which roles and coverage and responsibility does your staff have?
  (e.g. dispatchers or experts, 24/7 or daytime)

- How is your NOC organized?
  (e.g. centralized, distributed or out-sourced)

- How does the NOC work with different kinds of tools? (e.g. tool integration)

Front end

- What types of users are using your network and services?

- How does the SLAs or agreements you have with your customers look like?

- Which tools are used to communicate with and keep track of users?

Inter-NOC communication

- How do your NOC communicate internally and with other groups in your organization?

- How does your NOC communicate NOCs outside your organization?
(e.g. provider and/or customer NOCs)

- Which tools are used to facilitate inter-NOC communication?

Documentation

- What information do your NOC document?
- Which tools are used to create and update documentation?
- Do you have any Best Practice Documents available to share?