

Network Operations Center (NOC)

SIG CNaaS workshop 1

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Deeper dive into our situation at Sikt

To give you some thoughts for the upcoming discussion about the topic of NOC

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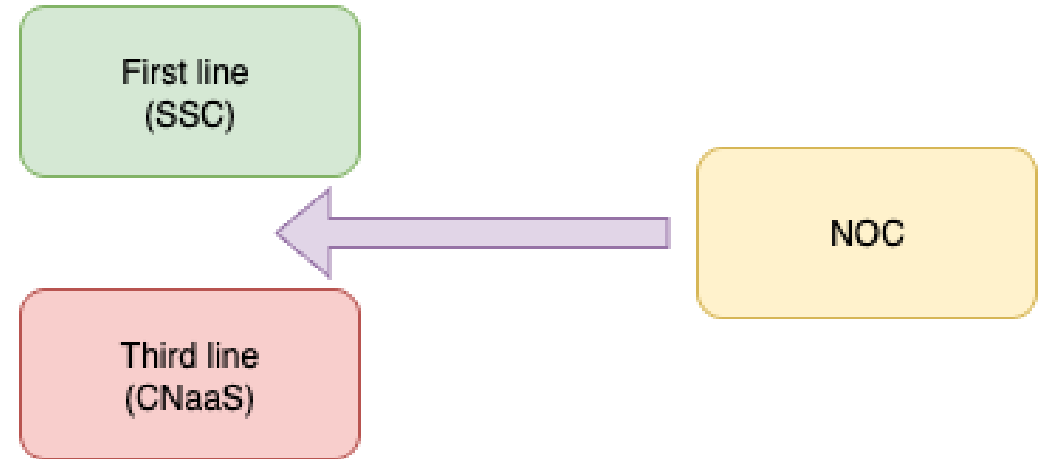
NOC at Sikt in the past

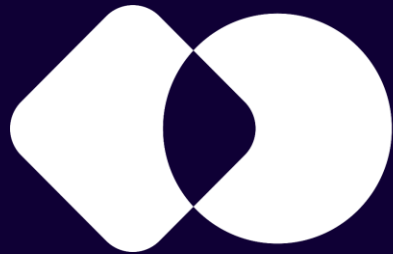
- @Uninett until 2022
 - Standby duty personel outside of office hours
 - NOC during office hours
 - Dedicated resources with extended networking knowledge
 - Standby duty personel enrolling in the NOC
- Uninett became Sikt 2022
 - The NOC became a first line service center
 - Handling far more services not directly related to networking issues
 - Still monitoring network operations
 - Became more of a dispatcher function dispatching issues to network professionals



NOC at Sikt now

- Added a NOC “layer” at the service center
 - Functioning between the first line and the network expertise (third line)
 - Two new positions dedicated to the NOC function
 - Expertise from CNaas and Research Network enrolling into the NOC each day
- Goals:
 - Build knowledge of networking for the dedicated NOC resources.
 - Offload the third line expertise
 - Making room for focus on the CNaas service and projects
 - Reducing interrupts.





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